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APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789

A standard linear barcode representing the address information above it.

We take your trust seriously, and as part of our commitment to protecting patient information, we are sharing that we recently addressed a security event involving certain legacy Iora Health and One Medical Seniors information. This letter describes what happened, as well as the steps we have taken to protect the information in our care.

What information was involved: Our review has identified a subset of files from a certain number of legacy Iora Health and One Medical Seniors patients. We identified your information within those files. Given the personalized nature of our care, the information involved varied by individual, but may have included information commonly found in a clinical record, such as treatment plans, diagnostic information, imaging, and prescriptions, as well as demographic information, such as contact information, and information used for billing purposes, like a Medicare or Social Security Number.

What we are doing: We immediately took steps to secure the affected system and prevent further unauthorized access. This included revoking all user access and rotating credentials for all employees with access to the system. We have also implemented additional safeguards to help prevent something like this from happening in the future.

What you can do: We are here to support you. As a precaution and to encourage peace of mind, we are offering you a free two-year membership to Experian® IdentityWorksSM Credit 3B. Please refer to the enrollment information included with this letter. Enrolling in this service will not hurt your credit score.

If you need help activating your free credit monitoring membership or if you have questions about this incident, call **833-745-1398** from 7:00 a.m. – 7:00 p.m. in all continental U.S. time zones, except major holidays. You may also write to One Medical at privacy@onemedical.com.

Sincerely,
One Medical Seniors

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