DENTISTRY ON TUSCANY PLACE

Notice of Ransomware Attack and Data Destruction

To All of our Patients:

On September 28, 2021 our clinic suffered a ransomware attack. A criminal organization managed to destroy our computer systems and encrypt all of our files, effectively preventing us from accessing some patient records and x-rays.

We immediately engaged leading cybersecurity experts whose assessment concluded that the breach resulted in a loss of data, but that there is no evidence to suggest medical records or other personal information was accessed or transferred. Rather, the data was encrypted and made inaccessible to us as is common in ransomware attacks.

We hired three separate companies to attempt data recovery, but those efforts were unsuccessful. Instead, we have had to rebuild or customer data using prior backups and paper records. Unfortunately, we lost our historical x-rays. Fortunately, we have never kept Visa or financial records onsite.

Following this attack we have invested heavily in our computer systems. While we cannot guarantee that a cyberattack won't happen in the future, we can say that our new security systems are leading edge and that another ransomware attack is unlikely to be successful.

We recognize our responsibility to be custodians of your medical records and take this matter very seriously.

If you would like additional information, please contact either:

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