

# Recent Data Security Incident Experienced by Service Provider

December 30, 2024. ConnectOnCall.com, LLC provides a product ("ConnectOnCall") that healthcare providers purchase to improve their after-hours call process and enhance communications between the providers and their patients. ConnectOnCall discovered an incident that involved personal information related to communications between patients and healthcare providers that use ConnectOnCall. Individuals that communicated via voicemail or text message with the below healthcare providers prior to May 12, 2024, may have been impacted.

On May 12, 2024, ConnectOnCall learned of an issue impacting ConnectOnCall. As soon as ConnectOnCall learned of the incident, it immediately began an investigation and took steps to secure the product and ensure the overall security of its environment. ConnectOnCall's investigation revealed that between February 16, 2024, and May 12, 2024, an unknown third party had access to ConnectOnCall and certain data within the application, including certain information in provider-patient communications.

ConnectOnCall engaged external cybersecurity specialists to determine the full nature and scope of the incident, identify any impacted information, and help it enhance its security controls to mitigate the risk of future security incidents. Also, after becoming aware of the incident, ConnectOnCall took the ConnectOnCall product offline and has been working through a phased restoration of the product in a new, more secure environment. ConnectOnCall also notified federal law enforcement of the incident.

ConnectOnCall determined that the personal information involved in this incident included information shared in communications between patients and their healthcare providers such as names and phone numbers, and may have also included medical record numbers, dates of birth, and information related to health conditions, treatments, or prescriptions.

While ConnectOnCall is not aware of any misuse of personal information or harm to patients as a result of this incident, potentially impacted individuals are encouraged to remain vigilant and report any suspected identity theft or fraud to your health plan or insurer, or financial institution.

ConnectOnCall began mailing notice letters to all potentially impacted individuals for whom the healthcare providers had current mailing addresses on December 11, 2024. The notice letter includes information about the incident and steps individuals can take to protect against potential misuse of personal information. If you believe your information was involved in this incident but did not receive a notice letter, please call toll free to **(866) 997-4596**, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, to obtain more information about this matter.

## Practice Names and Addresses

Lowe and Freyaldenhoven MDs Chartered. 7450 Kessler St, #150, Overland Park, KS 66204

Steward Medical Group. 1900 N Pearl St, Dallas, TX 75201

Susan D. Purcell MD, Dermatology, LLC. 969 North Mason Rd, Ste 170, Saint Louis, MO 63141

Orthopedic Associates, LLC. 1050 Old Des Peres Rd. #100, St Louis, MO 63131

Eye Physicians of St. Louis Inc. 6680 Chippewa, Suite 220, Saint Louis, MO 63109

Blue Springs Family Care, P.C. 104 NW State Route 7, Suite B, Blue Springs, MO 64014