



Notice of Stolen BlackBerry

La Clínica de la Raza (“La Clínica”) is committed to protecting the confidentiality and security of our patients’ information. Regrettably, this notice is about an incident that involves some of that information.

On August 20, 2019, a briefcase containing a La Clínica-issued BlackBerry was stolen from an employee’s personal car. We immediately began an investigation and worked with a leading computer forensic firm to determine whether any information may have been accessible to an unauthorized person. On October 16, 2019, we confirmed that a limited amount of patient information was contained in two of the emails that may have been accessible on the BlackBerry. This information included patient names, dates of birth, medical record numbers, and non-sensitive test results. No Social Security numbers or financial information were contained in the email account.

We have no indication that the information at issue has been accessed or otherwise misused, and our investigation determined that the emails would have been difficult to access by an unauthorized user. However, in an abundance of caution, we mailed letters to affected patients on December 13, 2019, and established a dedicated call center to answer patient questions. If you believe you have been affected and do not receive a letter by January 13, 2020, please call 1-844-967-1229, Monday through Friday, between 6:00 a.m. and 3:30 p.m. Pacific Time. For those patients involved, we are offering a complimentary one-year membership of credit monitoring and identity protection services.

We deeply regret any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening in the future, we are taking steps to enhance our existing security protocols regarding mobile devices, in addition to re-enforcing training to all staff regarding the use and storage of La Clinica-issued mobile devices.