

To all of our valued patients:

medQ, Inc. ("medQ") provides electronic administrative services for Northern California PET Imaging Center ("NCPIC"), and has issued notice regarding a data security event that may have exposed personal and health information of certain NCPIC patients.

At this time, there is no evidence of any attempt to misuse personal or protected health information of NCPIC patients. Although individual notifications have been sent through the mail, this notice explains the incident, describes the measures medQ has taken, and provides some additional steps potentially affected patients may consider taking in response.

What Happened?

On December 26, 2023, medQ experienced a cybersecurity incident and as a result, certain files located on servers used by medQ's software platform (the "medQ Platform") were impacted. As soon as medQ became aware of the incident, medQ promptly disconnected the network in the medQ Platform, and engaged a cybersecurity firm to conduct a forensic investigation.

The investigation revealed that some files were copied by an unauthorized third party from the medQ Platform between December 20, 2023, and December 26, 2023. medQ conducted a robust review of the data to identify individuals whose information may have been impacted and worked to obtain addresses and notify individuals as quickly as possible.

What Information Was Involved?

The information involved may have included individual's name, date of birth, health information, diagnoses, lab results, medication, other treatment information, provider names, and dates of treatment and potentially subscriber ID numbers. Importantly, medQ's investigation revealed no member social security numbers, drivers license or other scanned documents were exposed during this incident.

What medQ is Doing.

medQ takes customer privacy and security of information in its care very seriously. To help prevent something like this from happening again, medQ has implemented and will continue to adopt additional safeguards and technical security measures to further protect and monitor medQ's systems.

While medQ does not have any information to suggest that any personal information has been used inappropriately, medQ is providing mailed notice of this event to individuals whose personal information may have been involved. These letters include resources that individuals can reference to further protect their information.

What Individuals Can Do.

Individuals who did not receive written notice of this incident but believe they may be affected or have questions about this incident that are not addressed in this notice may call 888-322-8102 Monday through Friday between 8 am and 8 pm CST (excluding major U.S. holidays).