

TimeDoc Stolen Laptop Incident

TimeDoc, Inc. is a virtual care management service provider that is committed to providing outstanding services and protecting the information in our care. We recently identified and addressed an incident involving some of that information. On May 13, 2024, we mailed letters to a small number of individuals who were impacted by the incident.

On March 13, 2024, we learned that a password-protected TimeDoc laptop was stolen from an employee earlier that day while the employee was using public transportation. The laptop may have contained a limited amount of patient information to which the employee had access to fulfill their job duties. TimeDoc reviewed the files that may have been saved locally on the laptop and on April 5 and 8, 2024 notified impacted medical practices that some files contained patients' names, dates of birth, chronic conditions, and the name of the practice where the patient received treatment. Importantly, we have no reason to believe this information was viewed by the thief, and the laptop did **not** contain Social Security numbers or any financial or insurance information.

We immediately changed the employee's password and confirmed the theft was reported to law enforcement. We have also enhanced our laptop security to help prevent a future incident. While we have no evidence that patient information was viewed, as a best practice, we recommend that patients always review their healthcare statements for accuracy.

We take this incident very seriously and regret any inconvenience or concern this may cause. We opened a dedicated assistance line for those who have questions, which is available at (866) 203-0569, Monday through Friday, between 8:00 AM – 5:00 PM, Central Time. If you believe your information was involved in this incident, but you have not received a letter by June 13, 2024, you may contact the assistance line.