

Asian Health Services – Data Incident

Asian Health Services (“AHS”) has been and will be notifying patients of a recently discovered data security incident.

On February 13, 2023, AHS discovered suspicious activity in one of our employee’s email accounts. We took steps to secure the email account and launched an investigation with the assistance of third-party experts. We determined that an unauthorized person may have had access to the email account sometime between February 7, 2023, and February 13, 2023. On April 5, 2023, based on the investigation, we confirmed that patient information was included in the AHS email account that was accessed by the unauthorized person. Upon analyzing the contents of the affected email account, it was determined that the email account contained information such as names, medical record numbers, dates of birth, phone numbers and/or health information (including diagnoses). Social security numbers and financial information were not included in the email account.

While AHS does not have evidence that any information contained in the email account was used for fraudulent purposes, AHS is unable to conclusively rule out the possibility that personal information was compromised. As such, AHS mailed notification letters to those patients who may have been affected by this incident. AHS is offering affected adults credit monitoring and affected minors cyber monitoring. These services provide alerts for 12 months from the date of enrollment. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. AHS encourages affected individuals to remain vigilant, to continually review credit reports, bank account activity, and bank statements for irregularities or unauthorized items, and to immediately report any unauthorized charges to your financial institutions.

The security experts hired to investigate this incident have assured AHS that the unauthorized person is no longer able to access our email system. AHS also reported this incident to law enforcement. Furthermore, additional email system safeguards have been implemented. We are continuously exploring ways to further strengthen the security of information in our computer and emails systems. We are also implementing a new layer of protection on all of our systems.

Asian Health Services takes its patients’ privacy and the security of information very seriously.

Please contact us if we can answer questions about this event.