

OB/GYN Medical Center Associates Notifies Affected Individuals of Information Security Incident

The privacy and security of protected health information is of the utmost importance to OB/GYN Medical Center Associates. We are writing with important information regarding a recent security incident that occurred at ConnectOnCall.com, LLC, which provided us voicemail messaging service through May 2024.

ConnectOnCall reported to us that between February 16, 2024, and May 12, 2024, an unknown third-party had access to certain data within the ConnectOnCall application, including patient voice messages left for our practice. ConnectOnCall reports that it engaged external cybersecurity specialists to determine the full nature and scope of the incident, identify any impacted information, and enhance its security controls to mitigate the risk of future security incidents. Further, ConnectOnCall reports that after becoming aware of the incident, it took the product offline and has been working through a phased restoration of the product in a new, more secure environment. ConnectOnCall also reports it notified federal law enforcement of the incident.

We determined on June 25, 2025, that certain patients provided their information in a message for our practice through ConnectOnCall. The personal information involved in this incident may have included name, physical condition, medication(s), procedure(s) and/or other medical information.

To date, we are not aware of any reports of identity fraud or improper use of any information as a direct result of this incident. Out of an abundance of caution, we provided written notification of this incident commencing on or about July 23, 2025 to all those potentially impacted to the extent we had a last known home address. The notice letter specifies steps affected individuals may take in order to protect themselves including the following:

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

Individuals with questions concerning this incident may call a dedicated and confidential toll-free response line that we have set up to respond to questions at 855-260-7646. The response line is available Monday through Friday, 9:00am to 9:00pm, Eastern Time.

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