

Website Notice

To be posted on the Empress EMS website.

Notice of Security Incident

At Empress EMS, we are committed to protecting the privacy and security of our patients' information. Regrettably, we recently identified and addressed a cybersecurity incident involving some of that information. This letter explains the incident, measures we have taken, and some steps you may consider taking in response.

On July 14, 2022, we identified a network incident resulting in the encryption of some of our systems. We took measures to contain the incident, reported it to law enforcement, and we conducted a thorough investigation with the assistance of a third-party forensic firm. Our investigation determined that an unauthorized party first gained access to certain systems on our network on May 26, 2022, and then copied a small subset of files on July 13, 2022.

Some of these files contained patient names, dates of service, insurance information, and in some instances, Social Security numbers. Empress EMS is mailing letters to affected individuals and offering eligible individuals credit monitoring services. We're also recommending that patients review their healthcare statements for accuracy and contact their provider if they see services they did not receive.

If you believe you may be affected but do not receive a letter by October 9, 2022, please contact our dedicated external call center at 844-690-1251, Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time, except major US holidays.

We take this matter very seriously and deeply regret any inconvenience to our patients. To help prevent something like this from happening again, we strengthened the security of our systems and will continue enhancing our protocols to further safeguard the information in our care.