

Pulse Urgent Care Center

June 27, 2025

Pulse Urgent Care Center values the privacy and security of our patients' information. We are providing notice of a recent data security incident that may have involved patient information. This notice provides an overview of the event and steps taken in response.

On March 24, 2025, we discovered suspicious activity within our network. We investigated and discovered unauthorized individuals gained access to our network and deployed malicious software within the environment. We immediately engaged a leading cybersecurity and forensic firm to investigate the activity and to confirm network security. We also restored our network and data and resumed operations shortly thereafter. On May 1, 2025, we first learned some patient information may have been accessed during the event. This data could include patient names, dates of birth, home addresses, phone numbers, and treatment information including dates of treatment, reasons for treatment, diagnoses, and other similar information. We are conducting a comprehensive review to confirm the specific information involved so we can notify patients. We have no evidence that any of this information has been misused at this time.

We have taken immediate steps to improve our system security, including strengthening our web server infrastructure and implementing enhanced safeguards to prevent future incidents. Additionally, we are reviewing the accessed data to confirm the specific information accessed and corresponding individuals so we can notify appropriate individuals. In the meantime, we recommend patients review and monitor their accounts for suspicious activity, including reviewing any explanation of benefits.

We value the trust our patients place in us and are happy to address any questions. If patients have questions or need assistance, please call (530) 722-1111 Monday through Friday between 8:30 AM and 4:30 PM PT.

Sincerely,

Pulse Urgent Care Center