

Arthritis & Osteoporosis Consultants Notifies Patients of Improper Disposal of Records

Arthritis & Osteoporosis Consultants of the Carolinas (“Arthritis & Osteoporosis Consultants”) has become aware of an incident that may have resulted in the inadvertent exposure of patient personal and medical information.

On September 10, 2018, we discovered that a report with patients’ personal and medical information may have been inadvertently discarded in the trash without being shredded. The missing report contained patients’ names, dates of birth, insurance information, patient identification number assigned by the payer, the names of treating physicians, and for certain patients, the name of an infusion drug.

At this time there is no evidence that patient information was actually accessed or viewed by anyone other than employees of Arthritis & Osteoporosis Consultants, or any indication that anyone’s information was misused.

We mailed notification letters to affected patients on November 9, 2018, which included additional information about what occurred and a toll-free number that patients can call to learn more about the incident. The call center is available Monday through Friday from 9:00 AM to 8:00 PM Eastern, and can be reached at (877) 393-0964.

The privacy and protection of patient information is a top priority for Arthritis & Osteoporosis Consultants. We regret any inconvenience or concern this incident may cause.