



March 13, 2026

Important Information for Our Patients

We take privacy seriously and are informing our patients of a recent data security incident involving one of our vendors, Doctor Alliance. Doctor Alliance is a healthcare technology firm that provides a software platform physicians use to review and sign clinical documentation. The Doctor Alliance platform is used by many medical organizations across the country. It is our understanding that this incident affected many of those organizations, including A Path of Care Home Health and Hospice agencies.

What happened?

On January 12, 2026, we were notified by Doctor Alliance that an unauthorized party had accessed documents through their web portal. This included documents pertaining to our patients. According to Doctor Alliance, this unauthorized access occurred between October 31, 2025, and November 17, 2025. Publicly available information regarding this incident indicates that some of the information accessed during this incident was further disclosed by the unauthorized party. However, Doctor Alliance denied any knowledge that the information had been further disclosed.

We want to assure you that this incident did not involve our computer systems in any way and was related solely to Doctor Alliance's platform. According to Doctor Alliance, upon learning of the incident they immediately took steps to secure their systems, launched an investigation with the assistance of third-party forensic experts, and notified law enforcement.

What information was involved?

Based on available information, the types of data accessed by the unauthorized party could have included names, addresses, dates of birth, medical record numbers, dates of care, and diagnosis and treatment information. The documentation in the Doctor Alliance platform regarding our patients did not include Social Security numbers or any financial account numbers, so those types of data were not involved.

What are we doing to address this?

Upon becoming aware of this incident, we conducted a thorough investigation. This included seeking relevant information from Doctor Alliance and working with advisors with expertise in handling incidents of this nature. In our communications with Doctor Alliance, they informed us that they have taken several steps to strengthen their security following the incidents, including enhancing access controls, expanding monitoring capabilities, and strengthening detection, logging, and alerting measures.

Although the incident did not originate within our systems and was limited solely to Doctor Alliance's platform, we are notifying all patients who may have been impacted by this incident. We also have taken steps within our own processes to further protect patient information, including confirming that all medical record requests are coming from a verified source. Also, we have notified the appropriate covered entities we provide services to that some of their patient data may have been affected by the breach.

What can you do if you have been impacted?

Although the incident did not impact our computer network, we are notifying our patients of the incident so they are aware and can take any steps to mitigate harm that is appropriate.

Based on the nature of the information involved, we recommend that our patients:

- Monitor health care accounts for any suspicious or unusual activity.
- Carefully review insurance claims and Explanation of Benefits documents for unfamiliar charges.
- If something seems fraudulent, notify the insurance company or health care provider.

Please accept our sincere apologies. We value the confidentiality of patient information and are committed to upholding those same values in our vendors, including Doctor Alliance. We have established a dedicated, toll-free call center to help answer any questions. The call center can be reached at 1-877-697-2918.

Sincerely,

A Path of Care Compliance Team