

# One Medical Seniors Security Event Notification

As part of our commitment to protecting patient information, we are sharing an update on a recent security event involving certain legacy lora Health and One Medical Seniors patients, and the steps we took to protect patient information. Importantly, if you have never been an lora Health or One Medical Seniors patient, your information is not involved in this incident.

**What happened:** On June 13, we learned that an unauthorized person gained access to a third-party file-storage system used to retain archived information for One Medical Seniors (formerly known as lora Health, acquired by One Medical in 2021). We immediately secured the system, and revoked all access. We launched an investigation and determined that between June 8 and June 11, 2026, the unauthorized person was able to access patient files stored in this system. Importantly, this incident is limited to a file-storage platform used to store archived data from One Medical Seniors (formerly known as lora Health). It only impacts certain legacy lora Health and One Medical Seniors patients. It does not impact other One Medical clinics, services, or the One Medical electronic medical record system. If you have never been a One Medical Seniors patient, your information is not involved in this incident.

**What information was involved:** Our review to date has identified a subset of files containing demographic and clinical records from a certain number of patients at designated One Medical Seniors (formerly lora Health) clinics in Atlanta, Cape Cod, Charlotte, Piedmont Triad, Denver, Houston, Phoenix, Tucson, and Seattle.

**What we are doing:** We immediately took steps to secure the affected system and prevent further unauthorized access. This included revoking all user access and rotating credentials for all employees with access to the system. We have also implemented additional safeguards to help prevent something like this from happening in the future.

**What you can do:** We are working as quickly as possible to complete our investigation, and we will promptly notify those patients whose information was involved via mail. If you are a One Medical Seniors (or legacy lora Health) patient and have questions about this incident, we have opened a dedicated call center, available toll free at [833-745-1398](tel:833-745-1398) from 8:00 a.m. – 8:00 p.m. CT except major holidays. You may also write to One Medical at [privacy@onemedical.com](mailto:privacy@onemedical.com).

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