



# Three Oaks Hospice Discovers Unauthorized Email Activity; Investigates, Contains and Remediates Issue

Contact Us

Dallas, September 17, 2026 – Three Oaks Hospice, Inc., a medical services provider specializing in hospice care, today announced that it discovered, on August 8, 2025, unauthorized activity associated with its email environment. Three Oaks Hospice took immediate steps to investigate, contain, and remediate the issue.

On July 20, 2026, after an extensive investigation, Dallas-based Three Oaks Hospice determined that unauthorized activity associated with its email system affected personal information. Three Oaks Hospice notified its affected affiliated hospices on Aug. 17, 2026. The company is unaware of any actual or attempted misuse of the information involved in this incident.

The investigation determined that the information potentially involved may have included names, dates of birth, driver license numbers, Social Security numbers, medical and health insurance information. Not every data element was present for every individual. At this time, there is no evidence that any information has been misused. Three Oaks Hospice is notifying all impacted individuals and providing resources to support them.

“We take this situation seriously and regret any inconvenience this incident may cause our clients. Upon discovery, we secured our network and safely restored our systems and operations,” said Andrea Bohannon, founder and CEO of Three Oaks Hospice.

In addition, Three Oaks established a dedicated call center to answer questions for impacted individuals. Individuals who believe they may have been affected or have questions can contact Three Oaks Hospice at 1 800-610-8565 (toll-free), from 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, excluding major U.S. holidays.

## About Three Oaks Hospice

Dallas-based Three Oaks Hospice and its sister companies Agape Hospice Care, Elevation Hospice of Colorado, Elevation Hospice of Utah and Sage Hospice offer hospice care, primary care, and palliative care services to patients and their caretakers through locations in Arizona, Colorado, Georgia, Illinois, Kansas, Missouri, Pennsylvania, South Carolina and Texas. For more information visit [www.threeoakshospice.com](http://www.threeoakshospice.com).

## Media Contact:

Andrea Bohannon, Founder and CEO, Three Oaks Hospice

[email protected]

Cell: 214-628-9950



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## Contact

Three Oaks Hospice, Inc.  
717 N. Harwood Street  
Suite 550  
Dallas, Texas 75201  
[email protected]