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CONSUMER PROTECTION

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May 7, 2021

Office of the Attorney General  
State of New Hampshire  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03302

Re: Data Security Breach

To whom it may concern,

McLane Middleton, P.A. represents the ConvenientMD Urgent Care (“ConvenientMD” or “Company”), which is located at 111 New Hampshire Avenue, Suite 2, Portsmouth, New Hampshire 03801. We are writing to inform you about a data security breach that affects 6 individuals who are residents of the State of New Hampshire.

What Happened: Experity Health (“Experity”) operates ConvenientMD’s online health care portal (“Portal”), where patients login and view lab results for tests administered at Company facilities. On April 7, 2021, Experity informed ConvenientMD of a security incident involving access to patient lab results in the Portal. According to Experity, an error in the way lab results were presented to patients in the Portal resulted in several patients inadvertently accessing the lab results of a different patient. The lab results of 12 individuals who received tests administered at Company facilities in December 2020 and January 2021 were impacted by this error and, thus, inadvertently accessed in the Portal by another patient.

What Information Was Involved: A patient who inadvertently accessed the lab results of a different patient could have viewed the affected subject patient’s first and last name, date of birth, patient ID, sex, race, and information regarding the specific tests administered, including the test names and results.

What ConvenientMD Is Doing: In addition to sending the enclosed notification to affected individuals on April 27, 2021 and addressing any questions or concerns they have, ConvenientMD has worked with Experity to ensure that the error in the Portal has been corrected, and that the same or similar issues cannot reoccur.

McLane Middleton, Professional Association  
Manchester, Concord, Portsmouth, NH | Woburn, Boston, MA

McLane.com

Office of the Attorney General  
May 7, 2021  
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Thank you for your attention to this matter. Please contact us if you have any questions or we can be of any assistance with this matter.

Very truly yours,

*Cameron G. Shilling*

Cameron G. Shilling

cc: ConvenientMD Urgent Care