

Notice of Data Breach

Irving Family Dental recently learned of a data security incident that may have impacted protected health information (“PHI”) of some of its patients. Irving Family Dental takes the security of its patient’s information seriously, and coordinated with law enforcement to determine what occurred, and what information may be at risk.

What happened? On October 31, 2019, Irving Family Dental learned from local law enforcement that a former employee may have taken a limited amount of protected health information from our clinic. The police informed us that the former employee took pictures of personal information with their cell phone. On November 6, 2019, the police informed Irving Family Dental that patient information was found in the photos.

What information was involved? The pictures may have contained information related to name, address, telephone number, date of birth, driver’s license number, and Social Security number for some of its patients. No health or treatment information was captured.

What is Irving Family Dental doing? Irving Family Dental sent a letter to impacted individuals and provided notice to appropriate regulatory agencies. Additionally, as an added precaution, impacted individuals can obtain, at no cost, credit monitoring and identity theft protection through ID Experts.

Irving Family Dental is taking steps to prevent this type of incident from happening in the future. Irving Family Dental retrained employees on the importance of protecting patient information and are changing its internal policies and procedures to further limit access to patient information.

“Our patients’ trust is essential to Irving Family Dental, and we regret any concern or inconvenience this has caused,” said Dr. Rushabh Doshi of Irving Family Dental. “The privacy and protection of our patient’s information is a matter we take seriously, and we have taken steps to prevent this type of incident from occurring in the future.”

Impacted individuals are encouraged to take advantage of the services offered through ID Experts. Recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on a credit file can be found at www.identitytheft.gov.

For more information: To determine whether you were affected or for more information about this incident, please call 1-800-939-4170.