



For Immediate Release

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Business Email Compromise Prompts Patient Notification

OSR Physical Therapy Offers Free Credit Monitoring and Ongoing Support

Phoenix, AZ. – Dec. 7, 2021 – OSR Physical Therapy (“OSR”) is a family-founded and owned physical therapy center committed to maintaining the privacy and security of the protected health care information of its patients. Recently, OSR experienced a cyber security incident and immediately took action.

On October 8-14, 2021, certain OSR employee email accounts were accessed by an unknown and unauthorized third party. OSR immediately launched an investigation and retained a leading forensics computer firm. On December 3, 2021 the forensics firm concluded that a third party may have gained unauthorized access to certain employee mailboxes.

In response, OSR reset all employee passwords and began an investigation. While OSR has no reason to believe that any protected health information or personal identifiable information has been used inappropriately, OSR is offering credit monitoring. The employee mailboxes contained patient information, including names, electronic medical record numbers, health insurance company names, dates of treatment, physician names, changes in insurance, insurance status, length of approved treatments, copay amounts, prescription information, employer names, insurance claim numbers, insurance id numbers, diagnoses, treatments, diagnosis codes, home exercise programs, copay insurance denial, doctor referrals, medical records, dates of birth, and workers compensation claim information including authorization numbers, treatment dates and locations. OSR recommends that patients remain vigilant, and is offering credit monitoring and identity theft protection services.

OSR began mailing notification letters today to those who may have been affected. Patients who receive notification letters and with questions can call and enroll in free identity theft protection services through IDX, the data breach and recovery services expert at 1-800-939-4170, from 6 a.m. – 6 p.m. Pacific Time, Monday – Friday using the Access Code provided in the notification letter. Please note the deadline to enroll is April 4, 2022.

OSR is working to enhance the security of its systems to prevent a similar incident from occurring again, and looks forward to continuing to serve Arizona families.

About OSR Physical Therapy

OSR was founded in 2002 in Anthem, AZ. Its practice has grown to serve the greater Phoenix area, providing exceptional outpatient physical therapy to patients in Phoenix, Peoria, Scottsdale, Moon Valley, Gilbert, Sun City, Anthem, and Glendale. Its clinics and staff promote healing, return-to-function and healthy living in a fun and energetic environment. OSR's goal is to help our patients return back to doing the things that they love, find healing, and live a healthy life. For more information, visit <https://osrphysicaltherapy.com/>.

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