SUBSTITUTE NOTICE OF DATA SECURITY INCIDENT

Notice of Data Security Incident

Brookhaven ENT is providing notice of a recent data security incident involving its third-party electronic health record service provider, CareCloud, Inc. Protecting the privacy and security of patient information is a top priority, and we are sharing information about this incident and the steps taken in response.

What Happened?

On March 16, 2026, CareCloud identified a network disruption affecting one of its electronic health record environments. CareCloud immediately initiated an investigation, engaged external cybersecurity specialists, and notified law enforcement. The investigation determined that an unauthorized third party accessed one of CareCloud's AWS-hosted environments between March 10, 2026, and March 16, 2026, and claimed to have acquired data from databases within that environment. CareCloud reports that there has been no evidence of unauthorized activity within the affected environment since March 16, 2026.

What Information Was Involved?

The information involved varied by individual and may have included a person's:

- Name
- Date of birth
- Email address
- Treatment location
- Date of service
- Provider name
- Medical record number
- Patient number
- Appointment information

Not every data element was affected for every individual.

What We Are Doing

Upon learning of the incident, CareCloud undertook a comprehensive investigation with the assistance of external cybersecurity professionals. CareCloud reports that it secured the affected environment, contained the threat, eliminated unauthorized access, and implemented additional measures to strengthen the security of its systems and data.

What You Can Do

At this time, neither CareCloud nor Brookhaven ENT is aware of any confirmed misuse of information as a result of this incident. However, individuals are encouraged to remain vigilant by:

- Reviewing healthcare statements and Explanation of Benefits (EOB) forms for unfamiliar services.
- Monitoring financial account statements.
- Reviewing credit reports for suspicious activity.
- Considering placing a fraud alert or security freeze on credit files.

Additional information regarding identity theft protection and fraud prevention resources is available upon request.

For More Information

Individuals who believe they may be affected or who have questions regarding this incident may contact CareCloud's dedicated assistance line: **800-411-9670,** Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time.

We regret any concern or inconvenience this incident may cause. Protecting personal and health information remains a priority, and we continue to work closely with our service providers to strengthen safeguards designed to protect sensitive information.