

Notice of Data Security Incident

Five Valleys Urology is committed to protecting the privacy and security of the information we maintain. On October 14, 2026, we began mailing notification letters to certain patients whose information was involved in a data security incident.

On June 22, 2026, Five Valleys Urology's IT team received an alert regarding changes to an employee email account. The IT team contacted the employee, determined that the changes were unauthorized, and began an investigation with the assistance of third-party experts. Through the investigation, we learned that an unauthorized actor accessed certain Five Valleys Urology email accounts between June 22, 2026 and June 25, 2026. During this time, the unauthorized actor accessed some emails and a small number of SharePoint files.

Following the investigation that identified the accessed emails and files, Five Valleys Urology reviewed the emails and files to determine the information they contained. On August 26, 2026, we determined that these files contained patients' names, Social Security numbers, health insurance information, financial account numbers, general descriptions of why patients called the doctor's office such as questions about the status of a prescription order, and/or general descriptions of patients' treatment, diagnosis, and/or reason for their doctors' appointments.

We recommend that patients review the statements they receive from their healthcare providers and health insurance plan. If they see any services that were not received, patients should contact their provider or health plan immediately.

We take this matter very seriously. To help prevent a similar incident, we will continue to implement and evaluate enhanced safeguards and security measures to further protect our systems, and continue to provide security training to our employees.

We have set up a dedicated incident response line to answer patient questions. Patients can call (844) 301-0408, Monday – Friday, 7:00 a.m. to 4:30 p.m. Mountain Time, except for major U.S. holidays.