



Central Home Health Care, Inc.
687 Highland Avenue, Suite 13, Needham, MA 02494-2232
Telephone (617) 559-0200 Fax (617) 332-1618 Email: info@centralhomehealthcare.com

Date

Dear [Patient/Client Name],

We are writing to notify you of a recent data security incident involving Doctor Alliance, a third-party software platform used by your physician to manage and sign clinical documentation related to home healthcare services you are currently receiving or may have received in the past.

Doctor Alliance reported that an unauthorized party accessed certain files through its web portal intermittently between October 31, 2025 and November 17, 2025. Upon discovering the incident, Doctor Alliance took immediate steps to secure its systems, initiated an investigation with the assistance of third-party forensic experts, and notified law enforcement.

Based on the information currently available, some of your protected health information (PHI) may have been involved, such as your name and information related to your home healthcare services. At this time, there is no indication that your information has been accessed or used improperly.

This incident did not originate within Central Home Health Care, Inc. systems and was related solely to Doctor Alliance's platform. However, we take the privacy and security of your information very seriously. We are working closely with Doctor Alliance to review their safeguards and have also taken additional steps within our own systems to further protect your information.

At this time, no action is required from you. However, we encourage you to remain attentive to any unusual or suspicious communications. If you have questions or would like additional information, please contact us at 617-559-0200.

We sincerely regret any concern this situation may cause and remain committed to protecting your privacy.

Sincerely,
Yaroslav Grupin
CEO & President
Central Home Health Care, Inc.