

## Subject: Important Alert Regarding Scam Phone Calls Impersonating Our Practice

Dear Patient,

We have been alerted to a recent rise in fraudulent phone calls from individuals impersonating staff members from our clinic and other healthcare organizations. These scammers often use sophisticated tactics like "Caller ID spoofing" to make it appear as though the call is coming from a legitimate, local number.

Their goal is to steal your personal and financial information. Please read the following information to protect yourself.

### How to Identify a Scam Call:

They ask for sensitive information. We will never ask for your full Social Security number, credit card details, or bank account information over the phone unless you have initiated the call for a specific payment purpose (e.g., calling our billing department to pay a known bill).

They pressure you for immediate action. Scammers often create a sense of urgency, demanding immediate payment for a bill you haven't seen or threatening to cancel your services if you don't provide information immediately.

**The caller ID looks familiar, but the interaction feels suspicious.** Scammers can fake their caller ID to display our practice's name or number.

**They ask for information related to an unrelated condition.** Callers may ask about conditions you don't have, such as hip or neck pain, to try and sell you products or supplements.

What to Do If You Receive a Suspicious Call:

- **Do not provide any personal information** to an unsolicited caller.
- **Hang up immediately** if you are suspicious of the call's authenticity.
- **Initiate your own callback.** If you are unsure if a call from our office was legitimate, hang up and call us back using the main phone number listed on our official website, your patient statement, or the back of your insurance card.
- **Do not use any phone number provided by the suspicious caller** during the call itself.

### How We Communicate With You:

We may call you for appointment reminders, lab results, or to discuss payment options for existing balances. When a legitimate representative calls, they will identify themselves clearly, and you have the right to decline giving information over the phone and call back our official line.

Your security is our top priority. By staying alert and following these guidelines, you can help us protect your health information.

Thank you for your attention to this important matter.

Sincerely,

The Team at Cardiovascular Consultants of Southern Delaware

