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August 13, 2021

Dear Valued Customer,

At Patterson Dental, we take the protection of sensitive and confidential information seriously. We communicate regularly on these topics through a variety of channels. It is out of this commitment that we want to make you specifically aware of recent interactions that potentially put the security of your sensitive practice and patient information at risk:

- We were recently notified of incidents in which individuals contacted our customers falsely stating they had a relationship with Patterson Dental. They requested confidential login and password information for the customer's account on [pattersondental.com](http://pattersondental.com) or, in one known case, asked for confidential patient information, referencing the practice management software utilized by the dental practice.
- We also became aware of information shared online about potential opportunities to exploit practice management software as a way to gain access to sensitive practice and patient data.

Social engineering and hacking attempts like these are becoming increasingly sophisticated, targeting businesses of all sizes, including dental practices. These types of security attacks often impersonate a trustworthy source through phishing (email), vishing (voice calls), or smishing (texts) that result in individuals making security mistakes and/or providing sensitive information. Other common methods take advantage of weaknesses in a dental office's data security infrastructure and safeguards.

We want to remind you that you and your staff are the first line of defense when it comes to information security and protecting your practice's sensitive information. As mentioned in the terms and conditions for our [pattersondental.com](http://pattersondental.com) accounts, your username and password are considered confidential and must not be disclosed to another person or entity. If your username and password are ever accessed by an unauthorized source or person or your security infrastructure is breached in any way, contact us immediately. Please reference the full terms-of-use agreement ([pattersondental.com/cp/terms-of-use](http://pattersondental.com/cp/terms-of-use)), "FAQ 1870" at [pattfaq.com](http://pattfaq.com), which outlines obligations related to the protection of PHI (or protected health information), and our privacy statement at [pattersondental.com](http://pattersondental.com).

There are steps you can take to minimize risks to your systems and data, ranging from regularly updating your software, not reusing or sharing passwords, protecting your computers, devices, and servers with antivirus and anti-malware software, and securing your Wi-Fi network. Visit [pattfaq.com](http://pattfaq.com) and search "FAQ 19885" for additional information on security best practices.

**Finally, if you are suspicious of anyone claiming to have a relationship with Patterson Dental or stating that they are connected with one of our products, please immediately contact the Patterson Technology Center Support team at 877-816-2871.** You are a valued customer and we want to strive to ensure that you have relevant information to help you make informed decisions about your practice's information security safeguards.

Sincerely,

A handwritten signature in black ink that reads "Cecile Schauer".

**Cecile Schauer**  
Vice President and General Manager Dental Software