

Dominion Care Notifies Patients of Data Security Incident

Richmond, VA–August 13, 2025

Dominion Community Engagement, a program of Dominion Care, recently identified an incident where certain patients' Personal Health Information (PHI) may have been accessed by unauthorized individuals.

Dominion Care became aware of this breach on 7/24/2025, which occurred on or about 7/24/2025. The breach occurred as follows:

On July 24, 2025, an unlocked filing cabinet containing PHI was inadvertently left in a parking lot. A member of the public discovered the cabinet and promptly notified Dominion Care. Dominion Care's staff responded immediately, secured the filing cabinet, and relocated it to a double-locked, secure location within the facility.

The information potentially exposed may have included one or the following, however not all data types listed above were involved for every individual affected:

- Full name
- Date of birth
- Social security number
- Home address
- Medical record or account numbers
- Diagnosis or treatment information
- Disability codes or related health data

Dominion Care takes this matter seriously and in response has taken the following actions:

- Conducted a full internal investigation to understand how the breach occurred.
- Re-trained all staff on physical security and HIPAA compliance policies.
- Implemented stricter internal protocols to ensure all physical files are secured at all times.
- Increased physical security audits of facilities and storage systems.

Dominion Care has also established a toll-free call center to answer questions about the incident and related concerns. The toll free number is (855) 444-9838.

Dominion Care regrets any inconvenience this incident may have caused and remains committed to safeguarding personal information.

Media Contact

Theresa Picone, LPC

Chief Clinical Officer