

Information on UI Community HomeCare data privacy event

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Public Notice

This notice is about a data security event at University of Iowa Community HomeCare, an affiliate company that supports the mission of University of Iowa Health Care.

UI Community HomeCare is a full-service home infusion and medical equipment services provider that serves individuals living in Iowa, western Illinois, and northern Missouri. While UI Community Home Care and UI Health Care have separate operating systems, electronic health record systems, and information technology services, their relationship has historically involved sharing some patients, employees, and data files.

We are posting this notice to provide individuals with information about the data security event and to share resources available to people whose personal data was potentially impacted. UI Community HomeCare and UI Health Care mailed letters to all affected individuals on Aug. 29, 2025.

What Happened

On July 3, 2025, UI Community HomeCare had someone access our computer system without our permission. We quickly took action to protect our patients and prevent further harm by shutting down our servers and bringing in cybersecurity experts to investigate. We were able to safely restore systems within one business day.

After further investigation, we learned that a cybercriminal was able to see and take copies of data in our computer system, which included some data files containing information for UI Community HomeCare customers and a group of UI Health Care patients. The electronic health record was not compromised, and at this time, there is no indication that the data contained in accessed files has been misused.

What Information Was Involved

Once we identified the individuals and specific data involved, we began notifying those who were impacted. The data that may have been seen and taken was not the same for everyone and may have included name, date of birth, address, phone number, medical record number, provider, dates of service, health insurance information, Social Security number, and type of visit.

What We Are Doing

We take patient trust and data protection very seriously, and we have taken several steps to mitigate and help prevent events like this from happening in the future. We investigated and called law enforcement, and we continue enhanced monitoring. We are committed to reviewing and improving our systems to prevent future incidents.

We regret any inconvenience or concern caused by this incident. If you have any questions or concerns, please call us toll-free at 833-745-0871, Monday through Friday from 8 am to 8 pm Central Time (excluding major U.S. holidays). We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your personal account statements and monitoring free credit reports for suspicious activity and to detect errors.

Frequently Asked Questions (FAQ)





Steps You Can Take to Help Protect Personal Information

How Can We Help You?

[CONTACT US](#)[OUR LOCATIONS](#)

From home infusion to medical equipment, we provide every service.

Contact Us

-  [\(888\)262-6469](tel:(888)262-6469)
-  [Email us](#)
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