

Press statement *example*

Example only: Fernhill Labs, its people and the incident are fictional, and every link, email address and phone number is a placeholder.

HOLDING STATEMENT · 3 DECEMBER 2026, 11:30 CST

Statement on today's Chairside update

We are aware that a fault in today's Chairside update sent appointment offers for slots that were already booked, at some of the clinics we work with. We have paused the update and stopped all new offers while we fix it. Patients with questions about an appointment should contact their clinic directly; clinics can reach our support team at support@fernhill.example. We will share an update by 16:00 CST today.

FULL STATEMENT · 3 DECEMBER 2026, 16:00 CST

Update on the Chairside double-booking fault

The fault is fixed. 112 appointments at 31 clinics were double-booked, and no patient data was exposed.

On the morning of 3 December, a fault in a Chairside software update caused the app to offer cancelled appointments that had already been rebooked. Between 08:10 and 11:05 CST, 112 appointments at 31 clinics were double-booked. The fault was in how the update read each clinic's calendar. No patient data was exposed.

We stopped the update at 11:05 and removed it from every clinic by 12:30. Our team is calling each of the 31 clinics today to help them contact the patients affected, and every affected clinic will receive a credit for December. From next week, every update will run on a test copy of each clinic's calendar before it goes live.

"We let down clinics and patients who rely on us to make booking easier, and I am sorry," said Dana Okafor, chief executive of Fernhill Labs. "We have fixed the fault and changed how we test every update."

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Q&A prep (internal, agreed answers)

- Was any patient data exposed? No. The fault affected which slots were offered, not who could see patient records.
- How many clinics were affected? 31 clinics, with 112 appointments double-booked.
- Will clinics be compensated? Every affected clinic will receive a credit for December.
- Could it happen again? Every update now runs on a test copy of each clinic's calendar first.
- Who made the mistake? We do not name staff. The company is responsible, and we have changed the process.