



<<Date>> (Format: Month Day, Year)

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Suffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZipCode>>

Dear <<MemberFirstName>> <<MemberLastName>>,

Children's Hospital of Philadelphia (CHOP) values the privacy and confidentiality of its patients. Regrettably, this letter is to inform you of a recent incident that involved some of your or your child's health information.

On August 24, 2018, we identified that there was access to a CHOP physician's e-mail account by an unauthorized user on August 23, 2018. With support from a leading forensic firm, we immediately began an investigation. This investigation determined that the physician's e-mail account contained some of your or your child's health information, which may have included: patient name, date of birth, and clinical information related to neonatal and/or fetal care received at CHOP. This incident did not include the Social Security numbers or financial and credit information of you or your child.

After thorough investigation, we are unable to confirm definitively if any health information was accessed during this incident. In an abundance of caution, we are advising you of this incident and want to assure you that we take this matter very seriously. It is also important to know that we are not aware of any actual or attempted misuse of patient information related to this incident. Nevertheless, we recommend that you review the statements you receive from your or your child's health care providers. If you see services that were not received, please contact the health care provider immediately.

We deeply regret any concern this incident may cause you. To help prevent something like this from happening in the future, we are taking significant measures to provide enhanced levels of security for our e-mail system.

Should you have any questions, please contact 1-800-643-9180, Monday through Friday, 9:00 a.m. to 6:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in black ink that reads 'Janet S. Holcombe'.

Janet S. Holcombe
Vice President
Chief Privacy Officer