



May 31, 2018

John Sample
8310 Excelsior Dr
Madison, WI 53717-1911

Re: Email error

Dear John,

At Dignity Health we take our responsibility to protect the privacy of our patients' medical information very seriously. This commitment includes notifying you if we believe that the privacy of any of your information may have been compromised. We are sorry to tell you that a recent incident exposed a very small amount of your information to an unintended recipient. We sincerely regret any concern this incident may have caused.

On April 24, 2018, Dignity Health, including its affiliates Dignity Health Medical Group Nevada, LLC and Dignity Health Medical Group Foundation, discovered that an emailing list formatted by Healthgrades, a business associate, contained a sorting error. This sorting error caused an email notice intended for you to be sent to the incorrect person. The email was meant to notify you that you can now go online to schedule your physician appointments. Together with Healthgrades, we have determined that the email intended for you was misdirected to one other person and included only your first and last name, and possibly the name of your physician. There was no financial, insurance, or medical information about you included in the email.

Also, you may have received an email on April 24, 2018 from Hello@DignityHealth.org that contained the first and last name of another person, and possibly the name of that person's physician. We kindly ask that you permanently delete that email by deleting it from your inbox and further deleting it from your deleted emails folder.

Working with Healthgrades, we have already investigated and corrected the problem. Also, we are working together to put appropriate steps in place so that it will not happen again. Because the information involved was so limited and did not include any financial information, insurance information, social security numbers, dates of birth or medical information, we do not believe you need to take any action other than deleting the email that was sent to you in error.

We are very sorry for any concern or inconvenience this may have caused. Please be assured that Dignity Health and Healthgrades are committed to preventing a similar incident from occurring in the future. If you have a question or concern, please call 877-802-1959.

Respectfully,
Shez Partovi, MD, CM
Chief Digital Officer
Senior Vice President, Digital Transformation
Dignity Health

Jennifer Jacobucci
Senior Vice President, Professional Services
and Program Delivery
Healthgrades

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