

EMORY

HEALTHCARE

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name1>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name 1>>,

At Emory Healthcare (EHC), our top priority is providing the highest quality healthcare possible. Emory Healthcare values and respects your privacy, which is why we are writing to advise you about an incident involving some of your personal information, to share the steps that EHC has undertaken since discovering the incident and to provide you with guidance on what you can do to protect yourself.

Since March 25, 2015, Emory Healthcare's Orthopaedics & Spine Center within Emory Clinic used an application called Waits & Delays that allowed us to help manage patient appointments. This database contained limited information which was used in updating appointment information including your name, date of birth, contact information, internal medical record number, and basic appointment information such as dates of service, physician name and whether you required imaging (but not the type of imaging). It is important to note that the database did not include your Social Security number, financial information or other electronic medical record information.

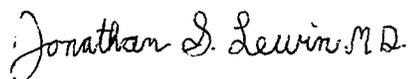
On January 3, 2017, we learned that there was unauthorized access to the Waits & Delays database around the New Year's weekend after someone deleted the database and demanded that EHC pay to have it restored. We learned that there was another unauthorized access by an independent security research center that searches out vulnerabilities in applications and traditionally notifies the company so that it can be remedied.

Once EHC learned that this third-party database was accessed improperly, we immediately initiated an internal investigation, alerted law enforcement and are in the process of notifying impacted patients. Based on our review to date, we have no evidence that your information has been inappropriately used.

If you have any additional questions, you may call our confidential inquiry line at 844-856-9325 toll-free, between 9:00 a.m. and 9:00 p.m., Eastern Time, Monday through Friday.

We sincerely apologize that this incident occurred and for any concern it may cause you. EHC is committed to the security of our patients' information, and we are taking this opportunity to further review and refine our security measures relating to internal and third-party computer systems.

Sincerely,



Jonathan S. Lewin, MD, FACR
President and Chief Executive Officer
Emory Healthcare

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting <http://www.annualcreditreport.com>, by calling toll free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax
1-800-349-9960
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion
1-888-909-8872
www.transunion.com
P.O. Box 2000
Chester, PA 19022

You also can obtain information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

This notice has not been postponed at the request of a law enforcement agency; however, we did communicate with law enforcement prior to issuing this notice.

Iowa Residents: You may contact local law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. You can contact the Iowa Attorney General at:
Office of the Attorney General
1305 E. Walnut Street
Des Moines, IA 50319
(515) 281-5164
www.iowaattorneygeneral.gov

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft at:
Office of the Attorney General
220 St. Paul Place
Baltimore, MD 21202
(888) 743-0023
www.oag.state.md.us

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at:
North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226
www.ncdoj.com