

United Regional Health Care System
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



[REDACTED]
[REDACTED]
[REDACTED]

B-951

February 14, 2020

Dear [REDACTED]:

United Regional Health Care System ("United Regional") values the confidentiality and security of our patients' information. Unfortunately, we are writing to inform you of an incident that involves some of your information, along with the measures we have taken and some steps you may consider in response.

In July 2019, an unauthorized individual gained access to a United Regional employee email account that contained patient information. When learning of the incident, we immediately secured the account, began an investigation, and hired a leading computer forensic firm to assist. Upon completion of the investigation and review of the contents on December 20, 2019, we determined that the account contained some of your personal information, which could have been accessed as a result of the incident. However, we have no way of knowing if the unauthorized individual actually viewed any emails or attachments within the account.

This information may have included your name, date of birth, patient account and/or medical record number, passport information, health insurance information, and clinical information, which may have included your provider's name and office location, lab results, diagnostic, prescription, procedure, and/or treatment information. Your Social Security number was not contained in the email account.

Again, there is no indication that your information was actually viewed by the unauthorized person, or that it has been misused. However, we want to advise you of the incident and assure you that we take it very seriously. We recommend that you review any statements you receive from your health care providers and health insurer. If you see services on your statement that you did not receive, please contact the provider or insurer immediately.

We sincerely apologize for any inconvenience or concern this incident may cause you. Please know that we continually evaluate and modify our practices to enhance the security and privacy of our patients' information.

If you have any questions, please call 1-888-222-1962, Monday through Friday, between 8:00 a.m. and 5:00 p.m. Central Time.

Sincerely,

A handwritten signature in black ink that reads "Phyllis Cowling".

Phyllis Cowling
President and Chief Executive Officer
United Regional Health Care System