



UNITED HOSPITAL  
DISTRICT

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

**IMPORTANT INFORMATION  
PLEASE REVIEW CAREFULLY**

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Dear <<Name1>>:

I am writing with important information regarding a recent security incident. The privacy and security of the protected health information we maintain is of the utmost importance to United Hospital District, Inc. (“United Hospital District”). As such, we wanted to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

What Happened?

We learned that an unauthorized individual obtained access to a United Hospital District employee’s email account.

What We Are Doing.

Upon learning of the issue, we commenced a prompt and thorough investigation. As part of our investigation, we have worked very closely with external cybersecurity professionals. After an extensive forensic investigation and manual email review, we discovered on December 12, 2018 that the impacted email account was accessed between June 10, 2018 and June 27, 2018 and contained some of your protected health information. We have no evidence that any of the information has been misused. Nevertheless, out of an abundance of caution, we want to make you aware of the incident.

What Information Was Involved?

The impacted email account that was accessed contained some of your protected health information, including your full name and one or more of the following: your internal patient identifier, medical diagnostic or treatment information, and/or health insurance information. Your Social Security number was not impacted by this incident.

What You Can Do.

The investigation concluded that no information to date indicates that your protected health information involved in this incident was or will be used for any unintended purposes. However, the following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to the current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

For More Information.

Please accept our sincere apologies that this incident occurred. We remain fully committed to maintaining the privacy of protected health information in our possession and have taken many precautions to safeguard it. We continually evaluate and have already modified our practices to enhance the security and privacy of your protected health information.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at 877-209-9498.** This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 8 a.m. to 8 p.m. CST.

Sincerely,

A large black rectangular redaction box covering the signature area.A black rectangular redaction box covering the contact information.