



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

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<LastName>>,

<<b2b_text_1(NAME OF FACILITY)>> takes the privacy and security of our patients' information very seriously. Regrettably, we are writing to inform you of an incident that may have involved some of that information.

On February 10, 2020, we determined that there may have been unauthorized access to one of our employee's email accounts that contained patient information between February 3, 2020 and February 8, 2020. We conducted an investigation to determine how the incident occurred and what information was contained in the email account. The investigation indicated that some of your information may have been contained within the email account, including your name, date of birth, and information related to care you received at <<b2b_text_1(NAME OF FACILITY)>>, including clinical and treatment information.

We have no indication that any of your information has been misused. However, we wanted to notify you of this incident and assure you that we take it very seriously. We recommend you review the statements you receive from your healthcare providers. If you see services you did not receive, please contact the provider immediately.

We deeply regret any concern or inconvenience this may cause you. To help prevent something like this from happening again, we are reinforcing education with our staff on email security and have enhanced our email security tools, including implementing multi-factor authentication. If you have any questions, please call 1-???-???-????, Monday through Friday, 8:00 a.m. to 5:30 p.m., Central Time.

Sincerely,

<<b2b_text_2(AdministratorName)>>
<<b2b_text_3(Title)>>

<<b2b_text_1(NAME OF FACILITY)>>