



MEMORIAL REGIONAL HOSPITAL • MEMORIAL REGIONAL HOSPITAL SOUTH • JOE DIMAGGIO  CHILDREN'S HOSPITAL
MEMORIAL HOSPITAL WEST • MEMORIAL HOSPITAL MIRAMAR • MEMORIAL HOSPITAL PEMBROKE

SUBSTITUTE NOTIFICATION

AN IMPORTANT NOTICE REGARDING PATIENT INFORMATION AND CONFIDENTIALITY

Memorial Healthcare System (MHS) is committed to maintaining the privacy and confidentiality of patient information at all times. This notice relates to an issue involving some of that information.

As part of an ongoing review of our patient information systems which commenced on April 27, 2012, we discovered that an employee of an affiliated physician's office may have improperly accessed patient information through a web portal used by physicians who provide care and treatment at MHS. Specifically, patients' names, dates of birth, and Social Security numbers **may** have been accessed during 2011 and 2012. However, medical records were **not** changed or deleted. During our investigation, we immediately contacted law enforcement and began a comprehensive review of our patient information systems to determine if other similar incidents may have occurred. The involved physicians have been advised.

Law enforcement investigators asked that we withhold notification or public announcement of this incident until now. The law enforcement hold has been lifted, and we are notifying our patients as quickly as possible.

As a precaution, Memorial Healthcare System started mailing notification letters on July 11, 2012 to patients who were potentially affected. We have also established a dedicated call center to assist our patients. If you believe that you have been affected but do not receive a letter by July 30, 2012, please call this toll-free number 1-855-770-0004, **Monday through Friday from 8:00 A.M. to 5:00 P.M. (Eastern Time)** and enter the reference code 6473071112 when prompted.

We take this matter very seriously. Law enforcement is still involved, and we continue to cooperate with their investigation. We deeply regret that this incident has occurred, and we have taken steps to help prevent such an incident from occurring in the future. We continue to refine our privacy policies, limit access by employees of affiliated physicians, reinforce with all staff and affiliated physicians' employees the importance of handling patient information carefully, and enhance our auditing controls by taking advantage of recent advances in technology.