



[DATE]

[PATIENT NAME/ADDRESS]

Dear [PATIENT]:

We are writing to notify you of a recent incident that involves the potential inappropriate disclosure of your individually identifiable health information (“health information”). The information did **not** include any financial information, such as a Social Security or credit card number.

Background

On March 22, 2023, the John Muir Health (“JMH”) Privacy Office was notified that in an effort to facilitate more efficient communication among staff about use of certain medical devices, a staff member at the JMH Walnut Creek Medical Center (located at 1601 Ygnacio Valley Road, Walnut Creek, CA), created a website that linked to an excel file containing patient information. The staff member did not realize that the information could have been accessible to individuals outside of JMH. The website was created and published on July 1, 2021. The website was intended to centralize key information for the department staff (e.g., vendor sites, ordering forms, and equipment information) and included a link to an external excel file containing identifiable patient information. JMH staff used this information to reconcile vendor invoices.

On March 23, 2023, the link to the excel file was disabled by the vendor and on March 24, 2023, the website was decommissioned. JMH has confirmed that no external 3rd party viewed the patient identifiable information contained in the excel file between the period of September 28, 2022 – March 23, 2023 (date the link was disabled by the vendor). However, because of limited audit records, JMH is unable to determine whether any external party may have accessed the information between July 1, 2021 – September 27, 2022.

File Contents – No Financial Information

Based on our review, we discovered that the file contained your name, facility, room, diagnosis/condition, and dates. The information did **not** include any financial information, such as a Social Security or credit card number.

We have no reason to believe that this information could be used in a harmful manner, and we have no reason to believe it was viewed by anyone outside of JMH. We do, however, understand that this notice may cause you concern.

Steps You Can Take

We encourage you to always remain vigilant for fraud and identity theft by regularly reviewing your account statements and monitoring free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect fraud, be sure to report it immediately to your financial institutions. In addition, you may contact the Federal Trade Commission (“FTC”) and/or the Attorney General’s office in your home state to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. If you believe that you

have been the victim of identity theft, you should also contact your local law enforcement authorities and file a police report. Be sure to obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

To learn more, you can go to the FTC's website, at www.consumer.gov/idtheft, call the FTC at (877) IDTHEFT (438-4338), or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. We encourage you to contact any one of the three national credit reporting agencies to place a "fraud alert" on your credit report and receive a free copy of your report. You only need to contact one agency and they will notify the other two agencies on your behalf. Here are the names of the credit reporting agencies and their contact information:

Equifax (800) 525-6285
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian (888) 397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

TransUnion (800) 680-7289
Fraud Victim Assistance Division
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

At John Muir Health, protecting and securing patient information is a top priority. We deeply regret any inconvenience and stress this incident may cause you. We can assure you that we are reviewing this matter and, at minimum, are re-educating staff and reviewing our policies and practices so that we can prevent a future occurrence.

If you have questions or would like to know more information, please contact the John Muir Health Privacy Office at 1-844-915-1230.

Sincerely,

Susie Logoteta

Susie Logoteta
Chief Privacy Officer

John Muir Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, and gender identity or expression.

Attention: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-844-495-6108 (TTD: California Relay Service, 711).

John Muir Health cumple las leyes federales sobre derechos civiles y no discrimina por raza, color, origen nacional, edad, discapacidad, sexo, orientación sexual, identidad o expresión de género.

Atención: Si no habla inglés, hay servicios de asistencia idiomática, gratuitos, disponibles para usted. Llame al 1-844-495-6108 (TTD: servicio de transmisión de mensajes de California, 711).

John Muir Health از قوانین حقوق مدنی فدرال پیروی می‌کند و هیچ‌گونه تبعیضی را بر اساس نژاد، رنگ پوست، ملیت، سن، معلولیت، جنسیت، گرایش جنسی، هویت جنسیتی یا رفتار جنسیتی افراد قائل نمی‌شود.

توجه: اگر انگلیسی زبان نیستید، تسهیلات زبانی به صورت رایگان در دسترس شما قرار خواهد داشت. با شماره 1-844-495-6108 تماس بگیرید (TTD: خدمات رله کالیفرنیا، 711).