



Compliance Department
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UC Davis Health System
2315 Stockton Boulevard
Sacramento, CA 95817

January 30, 2014

Dear Patient:

UC Davis Health System (UCDHS) is committed to maintaining the privacy and security of our patients' health information. For this reason, it is important to us that we make you aware of a privacy issue potentially involving your personal information.

We recently learned that one of our medical provider's email accounts was impacted by an email "phishing" scam. This means that malicious software was potentially used to access the medical provider's email account.

Given the nature of most phishing scams, we believe that direct access to the information contained in this provider's emails is unlikely; however, we are unable to determine the specific nature of access, if any. Therefore, we are sending a letter to all patients who may have had medical information contained in this provider's email account. Specifically, you are receiving this letter because the following information about you was contained in this provider's email: name, medical record number and the date of a clinic visit. None of your financial information, such as credit card or Social Security numbers, was included in the email.

Please note that UCDHS's email system is encrypted and there were several measures in place to prevent events like this one from occurring, including staff training and education, email filtering, and cyber surveillance. Immediate actions were also taken to protect your privacy as soon as we discovered this incident, including deleting the phishing email from other staff accounts, blocking access to the phishing website, and actively warning staff about this threat.

UCDHS is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy. If you have any questions regarding this incident, please contact the UCDHS Compliance Department at (916) 734-8808. You may also contact us by email at privacyprogram@ucdmc.ucdavis.edu.

Sincerely,

A handwritten signature in blue ink that reads "Shara Reed".

Shara Merritt Reed
Privacy Program Director
UC Davis Health System