

UCSF Health

Return to IDX
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

UCSF Health

March 17, 2023

Notice of Data Breach

Dear [REDACTED]

What Happened

We are writing to inform you of an incident involving some of your health information. On February 9, 2023, UCSF was the target of a phishing attack in which some UCSF email accounts were compromised. The attacker was able to access a small number of UCSF workforce email accounts. Immediately upon discovery, UCSF mitigated the threat and secured the impacted email accounts.

After investigation, UCSF determined on February 27, 2023, that some of your health information was contained in the impacted email accounts. At this time, there is no evidence of any use or attempted use of your information and so we believe the risk of harm to you as a result of this attack is low.

What Information Was Involved

UCSF has reviewed the contents of the impacted email accounts and determined that the emails contained information that includes your First Name, Last Name, Date of Birth, MRN, Date of Service, and some health information. The emails did not contain your social security number or financial information.

What We Are Doing

The University of California is committed to maintaining the privacy and security of your health information. In response to this incident, UCSF took immediate action to secure the involved email accounts and mitigate the incident. UCSF also launched a thorough investigation and is taking robust steps to protect the privacy and security of its patients' information, including strengthening security standards and controls, and enhancing our enterprise-wide phishing education campaign. Additionally, appropriate privacy and security re-training will be completed with the UCSF workforce involved, as necessary.

What You Can Do

Although there is no indication that the information in the involved email accounts has been misused, we are notifying you so you can be extra alert to signs of possible misuse of your personal information. You may wish to closely monitor any "Explanation of Benefits" sent by your health insurer. If there are payments you do not recognize, follow-up with the insurer or provider.

Please note that the University will not contact you again in relation to this incident, so if an unknown person should contact you to confirm any of your personal information, do not provide any details.

For More Information

We regret this occurred. IDX, A ZeroFox Company, the data breach and recovery services expert, is working with UCSF to answer any questions you may have about this matter. Please contact IDX with any questions by calling 1-800-939-4170. Representatives are available from 6am – 6pm Pacific Time (excluding US holidays). IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.