Breach Name: Inappropriate Access
Original Letter Date: May 13, 2021

Reference Number: 21-090KV

I am writing to make you aware of an incident involving your protected health information (PHI) at the University of Rochester Medical Center (URMC) and Affiliates. As part of our ongoing effort to protect the confidentiality of patient records, we conduct audits to ensure patient information is accessed strictly by those authorized to do so.

On May 3, 2021 during one of these audits, it was discovered that a system user who had permission to access certain University of Rochester Medical Center (URMC) electronic records for their job-related purposes viewed your medical record on April 29, 2021 without a legitimate business reason to do so.

The electronic medical record contains demographic information such as patient name, date of birth, address and phone number. It also may include clinical information such as diagnoses, treatments, procedures performed, medications, allergies, laboratory and other test results, inpatient, outpatient and Emergency Department and other visit information from URMC and Affiliates including Strong Memorial Hospital, Highland Hospital and physician practices.

Please know that we take these matters very seriously, and as soon as we became aware of this situation, a thorough investigation took place. We have taken all the appropriate corrective actions necessary. Due to employee confidentiality protections, we are unable to share any further details, but we can assure you that we have taken appropriate action aligned with our policies and procedures. In addition, we continuously educate users of our electronic record systems regarding our policies and about the importance of protecting patient information.

While we have no knowledge that your information has been used inappropriately, we are required by law to make you aware of this situation so that you can be alert to any signs of possible misuse of your information.

On behalf of URMC and Affiliates, I apologize for this incident, and for any concern that this notification may cause you. If you have any further questions, please do not hesitate to contact the URMC Integrity Hotline at 585-756-8888, or toll free at 1-866-567-4202; and provide the reference number above.