

**Breach Name:** Inappropriate Access  
**Original Letter Date:** March 23, 2023

Reference Number: 23-045KV

I am writing to you regarding an incident involving your minor child's protected health information (PHI) at the University of Rochester Medical Center (URMC) & Affiliates.

On March 6, 2023, we were made aware of an incorrect proxy assignment to your minor child's MyChart account that was granted to another patient within our system. As a result of the incorrect assignment, this patient was able to view your minor child's MyChart account information from February 6, 2023 until March 6, 2023.

A MyChart account can contain certain demographic (contact) information such as the patient's name, the provider's name, medical record number(s) and the listing of future appointments. It also may include other clinical information such as email messaging between the patient and their provider, visit encounters and After Visit Summaries (AVS).

Please know that we take these matters very seriously, and as soon as we became aware of this situation, a thorough investigation took place. The other patient who viewed your MyChart account was assigned in error. We became aware when the incorrect MyChart Proxy sent us a message to report that they could see not only their MyChart account, but that of another patient not related to them. As a result, their access was immediately terminated from your minor child's MyChart account. This was determined to be a manual processing error. It was obviously inappropriate on our part, to give access related to your minor child's health services to anyone else without your prior authorization; and we are very sorry that this has happened.

We have used the incident as an opportunity to reinforce and strengthen our processes with those who process patient information; and we have done so in this instance. While we have no reason to believe that the information has been misused, 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 daughter's information.

On behalf of URMC & Affiliates, I sincerely apologize for this incident, and for any concern that this notification may cause you. If you have any further questions or need additional information, 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. Or, if you prefer, you may contact me directly at 585-758-7883.