

Breach Name: Unauthorized Access (09/22)  
Date of original letter: 11/14/22

Reference Number: 19-146KT

The purpose of this notice is to inform patients of an incident involving protected health information held by the University of Rochester Medical Center (URMC). An individual notification with the above reference number concerning this incident dated November 14 was mailed on November 14, 2022 to the affected patient. The letter was undeliverable because of an inability to forward the letters to the patient's current address. This notice has been posted in an attempt to reach the patient who did not receive the individual letters.

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

On September 16, 2022 we learned that on September 16, 2022 a URMC pharmacist disclosed health information about you to your mother against your wishes. Specifically, the pharmacist disclosed the nature of medication that a physician ordered for you that day, after you had requested confidentiality during the physician visit. The pharmacist called your mother about an insurance issue, not realizing that you had requested confidentiality, and told her the nature of the medication, when she asked.

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 reviewed our processes for documenting and communicating patient confidentiality requests, and have taken appropriate corrective actions, including re-training of the relevant staff. In addition, we continuously educate our staff about the importance of protecting patient 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 questions or need additional information, please contact me at 585-784-6154. Or if you prefer, you may contact the URMC Integrity Hotline at 585-756-8888, or toll free at 1-866-567-4202; and provide the reference number above.

*Substitute Notification in effect from January 6, 2023 through March 7, 2023*