

June 10, 2020

Dear [REDACTED]

UP Health System Bell Physician Practices understands the importance of protecting patient information, and we take significant measures to protect it. Regrettably, we write to inform you that we recently learned that your health information was impermissibly accessed by a former employee.

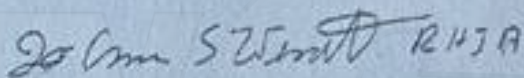
On May 11, 2020, an employee reported an unlocked computer screen which is against our security policies. Our employees report privacy concerns to us, we audit access to patient information and interview the individuals involved when we learn of potential issues such as this. Based on our internal investigation, we learned on May 20, 2020, that former employee had accessed your records outside the scope of his job responsibilities and without a legitimate business need. The protected health information accessed included your name, date of birth, address, social security number, medications, lab results, and diagnosis/conditions. We believe access to these records occurred between July 2019 and May 2020. We confronted the employee who stated that he no longer had patient information in his possession and that any patient information viewed during his employments would not be further used or disclosed.

Please accept our sincere apologies and know that we have provided corrective action for staff involved in accordance with our policies and procedures to prevent this type of incident from happening in the future. We have also obtained a signed attestation from the employee that patient information would not be further disclosed after employment is terminated.

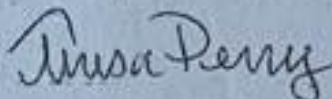
We take our role of safeguarding our patients' health information very seriously. We conduct criminal background checks before hiring employees, provide ongoing education to employees regarding privacy policies, and monitor their access to patient records. Our actions with this employee were consistent with our policies and we will continue to evaluate and modify our practices to implement additional precautions and enhance security.

Bell Physician Practices sincerely apologizes for any stress or concern this situation may have caused. To help alleviate potential concerns and monitor and detect misuse of personal information, we would like to extend an offer for one year of free credit monitoring at your request. If you have any questions or would like to arrange for credit monitoring, please contact me at 906-485-2603 or Teresa Perry, Ethics and Compliance Officer, at 906-485-2605, Monday – Friday between 8 a.m. and 4 p.m. EST.

Sincerely,



JoAnn S. Wendt, RHIA, CRLA  
Facility Privacy Officer



Teresa Perry, MBA  
CFO/Ethics and Compliance Officer