



Notice to Meritus Medical Center Patients Regarding Privacy Incident

Meritus Medical Center is committed to protecting the confidentiality and security of our patients' information. Regrettably, this notice concerns an incident involving some of that information.

On May 4, 2015, through our routine compliance and self-audit efforts, we discovered that an employee of one of our trusted vendors may have accessed limited patient information outside of this employee's normal job duties between July 2014 and April 2015. Upon discovering this, we suspended the employee's access to our systems and conducted an investigation to determine the information that may have been affected. Further investigation determined that the information that was potentially accessed by the vendor's employee included patients' names, demographic information (such as date of birth, age, gender, medical record number and, in some instances, health insurance information), and clinical information (such as treatment and/or diagnosis information). A small subset of the affected patients may have had their Social Security number accessed. Patients' financial information, such as credit card or bank account numbers, was not affected.

This incident does not affect all Meritus Medical Center patients. Even though we have no evidence that any of this information has been misused, we began mailing letters to affected individuals on June 26, 2015, and have established a dedicated call center to answer any questions they may have. If you believe you are affected but do not receive a letter by July 17, 2015, please call 1-877-810-7247, Monday through Friday, between 9:00 a.m. and 9:00 p.m. Eastern Time. Meritus Medical Center also recommends that these patients regularly review the explanation of benefits (EOB) statements received from their health insurer. If the patients identify services on the EOB statements that were not received, please contact the insurer immediately.

We deeply regret any concern this may cause you. To help prevent something like this from happening again, we are working to further strengthen controls related to vendor access to patient information and we are enhancing our existing system monitoring capabilities with regard to vendor access.