



MetroHealth

Press Release

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Statement from MetroHealth

Following an internal investigation, the MetroHealth System has determined that an employee inappropriately accessed patient medical records. Disciplinary action was immediately taken in accordance with the System's human resources policies. Additional steps are also under way to strengthen privacy processes, procedures and training across the institution to prevent similar incidents from occurring in the future. To date, we have no evidence that any information has been misused as a result of this incident.

The inappropriate access occurred over multiple dates from 2008 – 2023 and the breach was discovered on April 27, 2023. The records accessed during this incident included personal identifying information such as name, date of birth as well as clinical information. The employee did not have access to financial information such as Social Security numbers or banking information.

In accordance with the Health Insurance Portability and Accountability Act (HIPAA), the System has notified all individuals whose records were accessed as part of this incident. An information line is being staffed to provide further support and answer any questions affected individuals may have regarding this incident. The toll-free number is (866) 547-6908.

MetroHealth takes patient privacy very seriously. We deliver regular updates and tips to patients on how to protect their medical information. In particular, individuals should:

- Only provide insurance cards to health care providers or covered beneficiaries.
- Regularly review explanation of benefits statements and year-to-date health insurance reports of services paid to ensure all charges are appropriate.

We also routinely review our privacy safeguards and implement improvements as needed and regularly educate staff on their personal responsibility to protect patient privacy. We also provide an anonymous hotline that employees can use to report potential incidents to our Office of Compliance. We are committed to ensuring all medical information is safe and secure and specifically used to support and enhance the health of our patients.