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Breach Notification Letter to Patients – October 31, 2019

Dear Madam, Sir, Parent/Guardian,

I am writing to you with important information about a breach of your personal information. Our investigation into this breach revealed the following:

DESCRIPTION OF THE EVENT: On June 18, 2018 our scheduling reminder providers' portal (Demandforce) was hacked resulting in an email being sent to many of our patients disguised as a notification from PayPal that they had received a payment.

When informed of this incident, we immediately sent an email to these recipients notifying them to disregard the erroneous email. Although we believe that only emails were accessed, information including name, address, date of birth and phone number could have been accessed. However, there is absolutely no evidence that any of your personal health or financial information was taken or accessed.

STEPS TAKEN: We have taken additional steps to secure this system that we use primarily for scheduling reminders purposes. We have updated our internal policies and procedures and we have reported the incident to the Department of Health and Human Services to comply with our obligations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA").

Because of the nature of the information breach, as a precaution we suggest you place a fraud alert on your credit files to protect yourself from the possibility of identity theft. To initiate a fraud alert, contact one of the three major credit reporting agencies listed below. It is not necessary to contact all three—the one you contact will notify the other two. You will then receive letters from the agencies instructing you on how to obtain a free copy of your credit report.

- Equifax (888)766-0008 or [www.fraudalert.equifax.com](http://www.fraudalert.equifax.com)
- Experian (888) 397-3742 or [www.experian.com](http://www.experian.com)
- TransUnion (800) 680-7289 or [www.transunion.com](http://www.transunion.com)

At Utah Valley Eye Center, we are committed to providing you with top-notch healthcare services, including the protection of your health information.

If you have any concerns or questions, please do not hesitate to contact me at [mclayton@utahvalleyeye.com](mailto:mclayton@utahvalleyeye.com) or mail questions to Utah Valley Eye Center at 1055 N 300 W, Suite 204, Provo, Utah 84604.

Sincerely,

Michael Clayton  
Utah Valley Eye Center Administrator