

Notice of Privacy Incident

United/Dynacare, LLC (Dynacare Laboratories, Milwaukee) is committed to maintaining the privacy and security of the personal information provided to us. Regrettably, this notice concerns some of that information.

On October 22, 2013, Dynacare learned that a flash drive inside a car stolen from a Dynacare employee contained patient information. The theft occurred overnight and was immediately reported to the Milwaukee Police Department the morning of October 22, 2013. We immediately began a thorough investigation and determined that the flash drive contained a database with patient demographic information, which included patient names, addresses, dates of birth, Social Security numbers, and gender. No financial information, medical records, or test results were included in the database.

We have no reason to believe that the flash drive was taken for the information it contained or any indication that the information has been accessed or used by any unauthorized individual. However, as a precaution, we will begin notifying affected patients on November 18, 2013. We have also established a dedicated call center for patients to call with any questions. If you believe you are affected but do not receive a letter by November 30, 2013, please call 1-877-237-4971, Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time (closed on U.S. observed holidays). Please be prepared to provide the following ten digit reference number when calling: 9691111113.

We deeply regret any inconvenience this may cause our patients. To help prevent something like this from happening in the future, we are conducting a comprehensive internal review of our policies and procedures and re-enforcing education to our employees on the importance of safeguarding patient information.