

Drexel Medicine  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



November 22, 2019

[REDACTED]  
[REDACTED]  
[REDACTED]  
D-13024

Dear [REDACTED]

Drexel Medicine is committed to protecting the confidentiality and security of our patients' information. We are writing to inform you that we recently identified and addressed a data security incident that may have involved your information. Although, to date, Drexel Medicine has no evidence that any of your information has been misused or even accessed by unauthorized parties, out of an abundance of caution, we wanted to let you know that this happened and assure you we take it very seriously.

On September 20, 2019, we determined from our ongoing investigation of a phishing email incident that some of your information may have been contained in a Drexel Medicine email account accessed by an unauthorized actor. Upon learning of the incident on June 10, 2019, we secured the employee's email account and launched an investigation. Through our investigation, we determined that an unauthorized actor may have accessed the email account between the dates of June 8, 2019 and June 10, 2019. Our investigation was unable to determine specifically which emails or attachments the unauthorized actor may have viewed or accessed. We reviewed the contents of the emails associated with this account and determined that they contained some of your information. This information may have included your name, your physician's name, your medical record number, limited clinical information, and health insurance information.

We regret any inconvenience or concern this may cause you. To help prevent an incident like this from happening in the future, we have enhanced existing security measures related to our email system. We encourage you to regularly review your insurance statements and explanations of benefits to ensure that they are accurate. If you identify inaccurate information in your insurance statements or explanations of benefits, or have any questions, please call 1-866-944-5454, Monday through Friday, 8:00 am – 5:00 pm, Eastern Time.

Sincerely,

*Kim P. Upshaw*

Kim P. Upshaw  
Vice President, Chief Compliance, Privacy, and Internal Audit Officer