

<<Date>> (Format: Month Day, Year)

<<first_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<last_name>> <<suffix>>,

We are writing to let you know about a recent incident that may have involved certain personal information about you. We are taking this matter seriously and regret that it occurred.

We were recently notified that a folder containing a file with personal information related to certain patients was inadvertently made available on a third-party Internet-accessible platform by a workforce member at NewYork-Presbyterian/Columbia University Irving Medical Center. The file was promptly secured and subsequently deleted from the platform, and an investigation was initiated. The workforce member inadvertently transferred the file containing patient lab data to that platform in or around August 2023 while performing certain quality-related data review activities. On March 8, 2024, we identified evidence that the folder containing the file may have been accessed or copied by unknown third parties between at least September 11, 2023, and March 7, 2024. The information contained in the file included: first name, last name, medical record number, date of birth, provider name, and a single laboratory test result that would not reveal any diagnostic information about you. No financial information, Social Security numbers, email addresses, or phone numbers were contained in the file.

We are not aware of any misuse or further disclosure of your personal information in connection with this incident. As general good practice, it is recommended that you regularly monitor statements from your health plan for irregularities. If you notice any health care services that you did not receive listed on a statement, please contact your health plan.

We take our responsibility to safeguard your personal information seriously and remain committed to protecting patient privacy and security. We are evaluating further security enhancements and continue to educate our workforce regarding the handling of patient information to help prevent similar incidents. If you have questions, please call our dedicated assistance line at 1-866-528-5216, available Monday through Friday from 9:00 am to 6:30 pm Eastern Time, excluding major U.S. holidays.

Sincerely,

Karen Pagliaro-Meyer
Chief Privacy Officer
Columbia University Irving Medical Center