

Children's Minnesota
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



To the Parent or Guardian of B-367

[REDACTED]
[REDACTED]
[REDACTED]

October 25, 2019

Dear Parent or Guardian of [REDACTED]:

Children's Minnesota ("Children's") takes the privacy and security of its patients' information very seriously. Regrettably, we are writing to inform you that we recently identified and addressed an incident that may have involved some of your child's information.

On August 26, 2019 we learned that the internal calendars for some of our employees were configured in a way that allowed the calendars to be viewed outside of Children's systems. We immediately corrected the configuration, began an investigation, and engaged a computer forensic firm to assist with the data analysis. The investigation showed that some of those calendars could have been configured this way as early as December 2011. In addition to calendar entries reflecting patient appointments that occurred during this time period, calendar entries reflecting appointments prior to that time and already scheduled into the future may have been viewable. These affected calendars did contain limited demographic and clinical information such as: patient name, account number, appointment time and location, name or abbreviation of procedure, name of health care provider and/or name of insurance carrier.

The investigation has been unable to determine whether any unauthorized person actually viewed the calendar information. Although our investigation of the incident is ongoing, we have confirmed that the scope of the incident is limited to these calendars and no other Children's systems were involved.

We will be reviewing our security policies and procedures and retraining our staff to protect against future incidents like this. Although we have not identified any misuse of patient information related to this situation, it is always a good idea for patients to take care to protect confidential information by closely monitoring account statements and insurance explanation of benefits.

We deeply regret any concern or inconvenience this incident may cause you. If you have any questions, please call us at 1-844-867-7277, Monday through Friday, between 8:00 a.m. and 5:00 p.m. Central Time.

Sincerely,

A handwritten signature in black ink that reads "Cory Fitzpatrick".

Cory Fitzpatrick
Privacy Officer