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

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

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

The University of Utah is committed to protecting the confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident involving some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

On February 3, 2020, we learned that an unauthorized person may have gained access to an employee's email account beginning on that same date. We quickly secured the email account, began an investigation, and a cyber security firm was engaged to assist. Our investigation determined that some of your information was contained in the email account, and may have included your name, date of birth, medical record number, and limited clinical information related to the care you received at the University of Utah, including your potential involvement in research studies with the University of Utah.

As of this notification, we have no indication that your information has been misused. However, in an abundance of caution, we are advising you of the incident and assure you that we take it very seriously. We recommend that you review the statements you receive from your healthcare providers. If you see any discrepancies or services that you did not receive, please contact the provider immediately.

We deeply regret any concern or inconvenience this incident may cause you. We are actively reviewing our information protocols, reinforcing information security procedures with our employees and implementing changes where needed to help prevent an incident like this from happening again.

If you have any questions about this incident, please call 1-???-???-????, Monday through Friday, between 7:00 a.m. and 4:30 p.m. Mountain Time.

Sincerely,

Brian Watts
Chief Compliance Officer

ELN-1808-0520