

<<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>>,

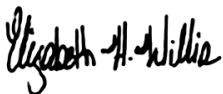
Roper St. Francis Healthcare values the privacy and confidentiality of our patients' information. We have no indication that any of your information has been misused, however out of an abundance of caution we want to advise you of a recent incident that may have involved some of your information. This notice describes the incident, outlines the measures we have taken in response, and sets forth steps you can take.

On July 8, 2020, we learned that an unauthorized individual gained access to an employee's email account between June 13, 2020 and June 17, 2020. We immediately took steps to secure the email account, began an internal investigation, and a forensic security firm was engaged to conduct a thorough investigation into the incident. The investigation determined that your name, date of birth, medical record or patient account number, and limited clinical and/or treatment information, such as provider name, diagnosis, and/or procedure information, may have been accessible by the unauthorized individual. Neither your Social Security number nor your financial account information was involved in this incident.

Although we have no evidence that your information has been misused, we wanted to let you know that this incident occurred and assure you that we take it very seriously. We recommend that you review the billing statements you receive from your healthcare provider. If you see services you did not receive, please contact the provider immediately.

We apologize for any inconvenience or concern this incident may cause. To help prevent something like this from happening again, we are enhancing our email security and providing continued education to our staff on how to identify and avoid suspicious emails. Should you have any questions, please call 1-888-498-0916, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,



Elizabeth Willis
Corporate Privacy Officer
Roper St. Francis Healthcare