



Return mail will be processed by: IBC
PO Box 847, Holbrook, NY 11741



January 21, 2021

Dear [REDACTED],

Einstein Healthcare Network is committed to maintaining the privacy and security of our patients' information. Regrettably, we are writing to inform you that we recently identified and addressed a security incident that may have involved some of your information.

On August 10, 2020, we identified suspicious activity within a limited number of Einstein employees' email accounts. We immediately took steps to secure the email accounts and a leading computer forensic firm was engaged to assist with our investigation. The investigation indicated that an unauthorized person gained access to the employee email accounts between August 5, 2020 and August 17, 2020. The investigation was unable to determine whether the unauthorized person actually viewed any emails or attachments in the email accounts. Out of an abundance of caution, we reviewed the contents of the email accounts to identify patient information that was contained in the email accounts. As a result of that review, we identified one or more emails and/or attachments that may have included your name, date of birth, medical record or patient account number, health insurance information, and/or treatment or clinical information, such as diagnosis, medications, provider, type of treatment, or treatment location.

There is no evidence that any of your information was actually viewed by the unauthorized person, or that it has been misused. However, we wanted to notify you of this incident and assure you we take this very seriously. As a precaution, we recommend that you review statements you receive from your health insurer or healthcare provider. If you see charges for services you did not receive, please contact the insurer or provider immediately.

We deeply regret any concern or inconvenience this incident may cause you. To help prevent something like this from happening in the future, we reinforced education with our staff regarding how to identify and avoid suspicious emails and are making additional security enhancements to our email environment. If you have any questions, please call us at **1-833-689-1142**, Monday through Friday, between 9:00 a.m. and 7:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in black ink that reads 'D. Crump'.

Derrick Crump
Chief Privacy Officer

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