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August 16, 2016

The privacy and confidentiality of our patients' health information is of the utmost importance to Orlando Health. Regrettably, we write to notify you about a recent incident at Orlando Health involving your health information.

On July 12, 2016, while conducting patient record access audits, we learned that on June 15, 2016, an Orlando Health employee accessed patient records outside of the employee's current job responsibilities. The employee had no reason to access these records and we believe the employee was viewing these records out of personal curiosity. The employee was sanctioned according to Orlando Health policy.

The employee was able to view limited information in the electronic medical record, which included your name, date of birth, weight, hospital location, hospital account number, hospital medical record number, admit date, admit time, physician and visit reason. The information did not include any other clinical information. The employee did not have access to your full social security number or other financial information. The information was not downloaded or printed, and we have no evidence that your information has been used in any way or removed from the hospital.

We wanted to notify you of this incident and let you know that we take it very seriously. We sincerely apologize and regret that this situation has occurred. Orlando Health is committed to protecting the privacy and security of protected health information. We want to assure you that we have policies and procedures in place to protect your information, and we are continually evaluating and modifying our practices and the practices of our employees to enhance the security and privacy of all confidential and protected health information entrusted to us. As a result of this incident, we are re-educating our workforce members and increasing our already vigilant program of auditing and monitoring of patient record access.

Please know that it was our honor to care for you. If you have additional questions regarding this incident please contact Steve Stallard, Orlando Health Corporate Privacy Officer, at 321.841.2410 or at steve.stallard@orlandohealth.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Jamal Hakim".

Jamal Hakim, MD
Chief Operating Officer
Orlando Health