

Notice of Privacy Incident

Dear Client,

We are sending this letter to you as part of Marion County Public Health Department's ("MCPHD") commitment to patient privacy. We recently learned that your personal information was inadvertently disclosed to the wrong person.

On December 11, 2023, MCPHD learned about a privacy incident at a health center operated by the Marion County Public Health Department. Upon learning of this incident, we began a thorough investigation and discovered that phone numbers were not updated in our vendor's system. As a result, one of our vendors sent a text message regarding your patient information to an outdated or incorrect phone number maintained in our vendor's records.

The message included your first and last name and a link to the portal. The website required login information to access further details. The message did not include any other personal information. Since the portal requires a password and knowledge of your contact information and birthdate, it is doubtful that a third-party retrieved your information.

We want to provide you with the steps we are taking to address this situation. To prevent this from occurring again, we have required our vendor to update its systems frequently and stressed to all our business associates the importance of carefully protecting our patient information.

You do not have to take any additional steps currently. We apologize and regret that this situation has occurred. MCPHD is committed to providing quality care to our patients and we value the trust you place in us. We take protecting confidentiality seriously. If you have questions or concerns, please call at 855-895-8555.

Respectfully,

The Office of Corporate Compliance
Marion County Public Health Department