In regards to: The recent letter announcing Dr. Paul Jones’ retirement

Dear Patient,

You recently received a letter from Rush University Medical Center (RUMC). I am writing to inform you of a possible small mailing error relating to the letter. RUMC discovered on September 14, 2015 that on September 9, 2015, due to an error by one of our vendors, letters with mismatched name and address information were mailed to certain patients of Paul Jones, MD of RUMC Otorhinolaryngology – Head and Neck Surgery. As a result, some letters may have had the wrong patient name in the salutation. If you know that the letter you received was correct, you were not affected by this incident, and you can disregard this letter. If not, a letter with your first and last name in the salutation may have been delivered to another patient. As you know from the letter you received, the letters themselves contained only generic information about Dr. Jones’ retirement and included contact information for the department to schedule future appointments. If your letter was mailed to the wrong address, your name in the greeting/salutation portion of the letter would have been the only information identified by the mailing and there was no other specific information about you, such as your address, phone number, social security number, medical record number, or medical/treatment information contained in the letter. However, the letter would have identified you as a patient of Dr. Jones and therefore, we are providing you with this notification as required by law. Despite diligent efforts working with our vendor, we have been unable to identify the exact list of patients affected by this issue, so we are notifying all patients who may have been affected.

Due to the fact that only your name would have been revealed if your letter was mailed to the wrong address, we believe that there is no risk of harm to you from this situation. Of course, you should always be diligent in protecting yourself by being cautious if anyone contacts you asking for personal information. For example, if you receive an unsolicited phone call regarding this letter, please let us know immediately. We emphasize, however, that your contact information was not included in any erroneous letter.

To investigate this issue and ensure that this does not occur in the future, RUMC is reviewing its internal quality control processes for handling future mailing efforts. We will review the mailing vendor contract regarding how future mailings will be handled to ensure data integrity.

RUMC takes very seriously the privacy and security of our patients’ personal information and we regret that this incident happened. We have taken corrective action steps to ensure our privacy and security safeguards. We have partnered with ID Experts, the data breach response expert, to provide you informational services about this incident. Representatives from ID Experts have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information. If you have any questions or concerns, please contact 1-866-752-0069 on weekdays between 8 AM and 8 PM, Central Time.

Sincerely,

[Signature]

Andy Reeder
Director, HIPAA Privacy

Cc: Janis Anfossi, JD, MPH; Associate Vice President, Compliance and Privacy