

A Notification to Our Patients Regarding Information Contained on Stolen Ophthalmology Devices

University of Utah Health is committed to maintaining the privacy and security of our patients' information. The purpose of this notice is to update our patients regarding an incident that involved some of that information.

On April 3, 2018, we learned a computer and associated external storage device used to take and store retinal images was stolen from the U of U Health John A. Moran Eye Center. We promptly notified police and began investigating the incident. The stolen Moran equipment contained information related to retinal imaging conducted by U of U Health specialists evaluating patients at University of Utah Hospital and Primary Children's Hospital between July 1, 2014 and March 30, 2018. This information was limited to patients' full or partial names, images of the retina, and a medical reference number used to identify records within U of U Health's secured medical records system.

No patient social security numbers or financial information was involved.

We have determined this theft impacted a total of 607 patients. While we have no reason to believe any of the information has been misused in any way, we have informed affected patients through notification letters postmarked June 1, 2018. We have also established a dedicated call center to answer questions patients may have and to provide information about enrolling in free credit monitoring services for peace of mind. This call center may be reached toll-free at 1-855-349-6456 Monday through Friday between 7 a.m. and 7 p.m. MDT.

If you believe you or your child are affected and do not receive a letter by July 15, 2018, please contact the call center. We also recommend affected patients review statements they receive related to their health care. If you see services you or your child did not receive, contact the provider or insurer immediately.

Protecting the confidentiality of our patients' information is a core value for us. Please accept our apologies as we sincerely regret any inconvenience or concern caused by this event. U of U Health is implementing corrective measures and enhancing security in an effort to reduce the risk of an event like this occurring again.