

Required Substitute Notice

PATIENT HOTLINE NUMBER: 844.327.2396

Feb. 15, 2018

As part of our ongoing investigation into a data breach incident announced in December 2017, Henry Ford Health System is notifying additional patients who are affected.

This notification is done out of an abundance of caution as it's not clear whether their information was viewed or taken for any inappropriate purpose. We do know their information in our electronic medical record was not affected. The number of additional patients affected is 25,093.

We are working with law enforcement as we continue to investigate how this happened.

We are very sorry this happened. We take very seriously any misuse of patient or employee information.

To reduce future risk to our patients and employees, we are strengthening our security protections including the use of multi-factor authentication. We also will provide a new medical record number upon request.

The patient information viewed or taken may have included their name, date of birth, medical record number, provider's name, date of service, medical condition, medications, vaccinations and health insurer. In a small number of cases, the patient's Social Security number was exposed. For these patients, we are offering five years of free identity monitoring and protection services. Information about how to activate these services is contained in their notification letter.

Typically, an investigation like this takes 60 days or less to complete. Unfortunately, the complex nature of this incident took longer than anticipated to sort out the facts and identify those who are affected.

We first learned of the incident on Oct. 3, 2017 after someone gained access to or stole the email credentials of a small number of employees. Contained in the email accounts were patient health information. On Dec. 1, 2017, 18,470 patients were initially affected and notified.

Patients who received a notification letter are asked to call **844.327.2396** if they have any questions.