

Notice to Individuals Regarding Privacy Incident

Cornerstone Family Practice (CFP) is providing notice to individuals about a privacy incident it discovered on February 10, 2023. While CFP was in the process of moving office locations and preparing paper records no longer needed for destruction, some of those papers may have been viewed by or disclosed to an unauthorized individual on February 8, 2023. CFP believes that most of the records in line for destruction were not viewed or disclosed; however, as a precaution, CFP is notifying all individuals who had any papers in the boxes. CFP mailed notice letters to all potentially involved individuals' last known addresses on April 11, 2023. Some letters were returned undeliverable, and CFP therefore is posting this notice online.

The type of information in involved patient records may have included first and last name, date of birth, medical record number, and clinical information including diagnoses/conditions, lab results, medications, and treatment information. The involved papers were patient referral records that CFP had received from other healthcare practices. No patients' social security number, insurance information, or financial account information was involved.

In response to this situation and to try to prevent any future similar incident, CFP is taking steps to strengthen procedures concerning paper records and destruction. CFP is also reminding and retraining all its employees about the importance of ensuring patient privacy. Although the involved information did not include any social security numbers or financial account information, CFP always recommends that individuals monitor account statements, credit reports, and explanation of benefits (EOBs) from health insurers to look for any unauthorized or suspicious activities. If individuals identify services that they did not receive or accounts, charges, or withdrawals they did not authorize, they should contact the involved company or credit-reporting agency immediately. Individuals may also contact law enforcement to file a report if they ever believe their identity has been misused.

Patients/former patients of CFP who have questions, including whether their personal information was potentially involved, should call this toll-free number **1-833-567-7080** between **8:00 am to 5:00 pm** Mountain time, Monday through Friday (closed on holidays).