

Per the HIPAA Administrative Simplification Regulations (45 CFR §164.404), the letter below serves as substitute individual notification for patients whose contact information was insufficient or out of date. If you were seen at one of the clinics listed at the bottom of the letter between April 2017 and October 2019, you could be affected by this breach. If you think you may have been affected, please call 1-800-568-8526. Thank you.



Arkansas Health Group

A BAPTIST HEALTH AFFILIATE

October 18, 2019

Dear Patient,

I am sending this letter as part of Arkansas Health Group's continuing commitment to patient privacy and security. We take the protection of your health information very seriously, and it is important to us that you are made fully aware of a recent incident involving a contracted answering service.

On August 22, 2019, Arkansas Health Group became aware that your clinic was utilizing an answering service which offered text and email options, in addition to phone calls and paging. The clinic used the service at varying times between March 2017 and September 2019. A thorough review was conducted and while the service uses password and encryption technology, it does not meet our more stringent security requirements. This activity is in violation of our policies. We are notifying you because some of your protected health information was contained in a text and/or email. The information contained patient name, date of birth and clinical complaint or need. The clinic was utilizing the text and email options to enhance communication between the patient and provider. **Please know the information did not contain social security number, address or insurance information.**

We have worked with the software company and have requested that your information be purged from the system. Although we have no knowledge that your information has been used for any other purpose, or even viewed by anyone, it is our responsibility to make you aware of this situation so that you can be alert to any signs of misuse of your information.

As a health care organization, protecting your privacy is among our highest priorities. On behalf of Arkansas Health Group, I sincerely apologize for this incident. If you would like to know the date(s) and content of the message(s) concerning you, or need additional information, please do not hesitate to contact me.

Clinics involved –

Arkadelphia Medical Clinic

Baptist Health Family Clinic West Little Rock

Baptist Health Specialty Clinic Malvern

Baptist Health Spine Center

Baptist Health Surgical and Orthopedic

Baptist Health Women's Clinic North Little Rock

Baptist Health Women's Clinic Arkadelphia

Baptist Health Comprehensive Spine and Pain Management

Sincerely,

Dana H. Williams, MSHI, RHIA, CHC, CHP

Privacy Officer

9601 Baptist Health Drive

Little Rock, AR 72205

Phone: (501) 202-6776

Toll Free: 1-800-568-8526

Fax: (501) 202-1115