

Notice to Patients Regarding Medical Records Incident

University of Cincinnati Medical Center (UCMC) takes its role of safeguarding personal information and using it in an appropriate manner. This notice is to inform some patients of a situation involving their personal health information.

UCMC mailed letters to all affected individuals on July 9, 2025, and some of those letters were returned as unable to forward by USPS. UC Health and UCMC are providing this substitute notice pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Breach Notification Rule due to insufficient or out-of-date contact information for 10 or more individuals by posting the following notice until November 17, 2025.

In May 2025, in the performance of its monitoring and auditing access to ePHI, UCMC discovered that a member of its workforce impermissibly accessed a portion of the electronic medical records (EMR) of a limited number of patients when the workforce member used overly broad search criteria for individuals whose last names begin with the following prefixes, 'bur,' 'hin,' 'hub,' 'hon,' and 'hen,' in the electronic health records system on May 5, 2025, May 12, 2025, and May 13, 2025. This type of search in the EMR was not aligned with the workforce member's job responsibilities, and as a result, the workforce member is no longer affiliated with UCMC or any UC Health facility.

The information that may have been viewed by the workforce member included, the patient's name, last known address on file, date of birth, medical record number, and legal sex. If included in the EMR, phone number, last four digits of Social Security number, provider name, and email address may have also been viewed. Full Social Security numbers, financial information, and other clinical information were not viewed.

If you are a UCMC patient who has not recently updated your address, and your last name begins with one of the prefixes shown above, and you would like to know if your information was viewed, please contact us by calling 855-UCHIPAA (855-824-4722) to request such information during regular business hours. This phone number will be available until November 17, 2025. You may also request more information in writing by sending your request to:

UC Health
Attn: Chief Privacy Officer
3200 Burnet Avenue, 2BAP
Cincinnati, Ohio 45229

The UC Health Privacy Office will respond to you in writing in a timely manner upon receipt of your request.

While we have no reason to believe that your information has been, or will be, used inappropriately, you may want to review any statements you receive from your healthcare providers and health insurer. If you see services that you did not receive, or anything else suspicious, you may choose to contact your provider or insurer.

UCMC regrets any inconvenience this may cause to patients. To help prevent something like this from happening in the future, this incident has been used as an opportunity to ensure UC Health annual training and education reinforces the seriousness of HIPAA in all its facilities, including using appropriate search criteria.