

UC Health is providing 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the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Breach Notification Rule due to insufficient or out-of-date contact information for 10 or more individuals by posting the following notice for at least 90 days.

University of Cincinnati Physicians Company (UCPC) greatly values its patients' privacy and understands the trust that goes into selecting a healthcare provider. Despite best efforts, recently a limited number of patients' protected health information (PHI) were lost during an office relocation.

What Happened?

In September 2021, an office relocation prompted the moving and disposal of a file cabinet. The standard process for file cabinet disposal is to empty the cabinet before being taken to a local recycling center where it is destroyed.

In November 2021, it was suspected that the files in the file cabinet had been misplaced during the move. On December 13, 2021, after searching on-site in all possible storage locations, UC Health and UCPC confirmed that the files were lost and presumably had not been removed from the file cabinet when it was taken to the recycling center.

What Information was Involved?

The information that has been presumably lost and destroyed at the recycling center was a limited number of evaluation records maintained by S. Bresler, PhD, a UCPC psychologist, exclusively from 2016 and 2018. The evaluation records contained patient name, date of birth, date of hospital admission, reason for admission/background information, diagnosis, psychology test(s) performed, test answer(s), the name of the licensed psychologist, the psychologist's impression of the patient's answer(s), and other demographic and treatment information.

This incident was not the loss of any patient's entire medical record. Patients' social security numbers, financial information, and health insurance information were not included in any of the files.

This notice may apply to any patient seen by the above-named psychologist at the University of Cincinnati Medical Center during a hospital admission in 2016 or 2018.

How Did We Respond?

UC Health Privacy, UC Health Plant Operations and Maintenance, and UCPC Psychiatry conducted thorough physical site searches for the records but could not find them. This incident has been used as an opportunity for improvement to ensure all parties are following standard practice for any future office relocations.

What Can You Do?

If you were admitted to the University of Cincinnati Medical Center in 2016 or 2018, had a test completed by the above-named psychologist, and you would like to know if your information was lost, please contact us by calling 855-UCHIPAA (855-824-4722) to request such information. This phone number will be available for up to 90 days after the publication of this notice.

While social security numbers and financial information was not lost, it is always a good idea to monitor your bank and health insurance accounts and report to them to the appropriate parties if you find any suspicious behavior.

For More Information

You may call 855-UCHIPAA (855-824-4722) during regular business hours to obtain more information until May 26, 2022. You may also request more information in writing by sending your request to:

Attn: Chief Privacy Officer
UC Health
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.