



## Privacy incident at Asante

Asante is committed to protecting the security and confidentiality of its patients' information. Regrettably, this notice concerns an incident involving some of that information.

On April 19, 2022, we determined that an employee had inappropriately accessed certain Asante electronic patient records. We immediately began an investigation related to this incident and specific employee, which was completed on May 5, 2022. While Asante cannot provide details regarding the outcome of this internal investigation, we can assure you that we applied our employment policies and processes appropriately. A final audit of the employee's actions showed that the employee inappropriately accessed records from April 2, 2021 to March 29, 2022 that may have included patient name, date of birth, phone number, address, medical record number, clinical notes and notes or results from lab visits. The inappropriately accessed information did not contain patient Social Security numbers or other financial or account information.

To date, we have no evidence that any patient information has been misused, nor do we have any reason to believe that the information will be misused in the future. We deeply regret any concern this incident may cause and are taking this matter very seriously. To help prevent a similar incident from occurring in the future, we are re-educating our workforce members on appropriate access to protected health information and will continue to audit employee access to patient information.

We began mailing letters to affected individuals on May 24, 2022. If you believe you may be affected and have not received a letter by June 1, 2022, or have additional questions, please call (800) 944-7073 and ask for Glendora Raby.