



LEGAL DEPARTMENT MEMORANDUM

DATE: 07/20/2023
FROM: Memorial Healthcare System Privacy Office
RE: Substitute Notice

This communication is to make you aware of some irregularities we have discovered as to your obtaining COVID vaccination at Memorial Healthcare System (“MHS”). Rest assured, Memorial Healthcare System is committed to maintaining the privacy and confidentiality of patient information entrusted to us.

On May 25, 2023, the MHS Privacy Office discovered that a former employee accessed patients protected health information (“PHI”). An investigation revealed that sometime between September 9, 2021, and December 30, 2021, that former employee accessed patients’ medical records. A total of sixty-seven patients were affected. The access resulted in the former employee creating an encounter which appears to be erroneous. This encounter reported that the patients’ COVID-19 vaccinations were administered at MHS, although we are unable to verify that these patients were provided the vaccination. The information accessed contained some PHI identifiers (i.e., name, medical record number) and clinical information.

As a consequence, the affected medical records need to be updated. In addition, these patients’ information in the Florida Shots (“FLSHOTS”) database has been updated. FLSHOTS is an online governmental immunization database that keeps track of the vaccinations of patients.

We regret that this incident occurred. MHS is taking steps to update these patients’ medical records and is re-educating its team. Additionally, MHS will be correcting the vaccination encounters in your medical record and in FLSHOTS.

Once again, we seek to provide appropriate medical services. Please let us know if you need to discuss this further.

If you have any questions about this matter, please feel free to call (954) 265-1165 between the hours of 9:00 a.m. to 5:00 p.m., Eastern Time or e-mail mhsprivacy@mhs.net