"University Hospital (UH) is committed to protecting the privacy and security of our patients' information. Regrettably, this notice is regarding an incident we identified that may have a limited group of patients' information.

On November 16, 2021, UH was notified of an incident by Sutherland Healthcare, a business associate of UH that handles billing and collections related matters for UH. Sutherland notified UH that an error was made which resulted in limited personal information for certain UH patients appearing on billing statements received by other UH patients for bills printed between November 6th and November 12th.  Sutherland has mailed corrected bills and requested individuals destroy the misprinted bills.

Sutherland mailed letters to those patients whose information may have been involved in this incident beginning on January 7, 2022. Sutherland has engaged the services of ID Experts (IDX) to assist with answering any questions about this event. If you believe you are affected and did not receive a letter, we encourage you to contact IDX by calling 1-800-939-4170 with any questions regarding this incident. IDX representatives are available Monday through Friday from 6 am - 6 pm Pacific Time.

We want to assure our patients that we are taking this matter very seriously. We deeply regret that this incident has occurred and greatly value the trust our patients have placed in University Hospital. "