

Notice of Privacy Incident

Ambucor Health Solutions (“Ambucor”), a service provider utilized by CarolinaEast Heart Center for remote monitoring of patients with cardiac implantable electronic devices, discovered that thumb drives recovered from a former employee contained personal information of some patients of CarolinaEast Heart Center. The personal information may have included the patient’s name, date of birth, home address, phone number, medications, race, testing data, patient identification number, medical device information (e.g., manufacturer), diagnosis, Ambucor enrollment number, Ambucor enrollment date, Ambucor technician name, physician name(s), and the name and address of the practice where the patient was seen. The thumb drives did **NOT** include any patient’s Social Security Number, insurance information, Medicaid/Medicare number or any personal financial information.

Ambucor determined that this former employee, in violation of company policies, downloaded information onto the thumb drives from a company-issued computer. In a related investigation, federal law enforcement authorities provided Ambucor with the two thumb drives obtained from the former employee.

Ambucor discovered in July 2016 that the thumb drives likely contained patient data. In September 2016, after completing a detailed review of forensic and other information, Ambucor was able to identify the patients whose data had been downloaded. Ambucor notified CarolinaEast Heart Center concerning its affected patients on September 24, 2016.

As of this writing, there is no indication that any personal data has been misused. However, out of an abundance of caution, affected patients can receive one year of identity protection services and, if necessary, related recovery services and \$1 million of identity theft insurance at no cost. Patients are encouraged to take advantage of the identity protection services offered.

Ambucor and CarolinaEast Heart Center appreciate the importance of protecting the privacy and security of personal information and deeply regret any inconvenience or concern this incident may cause anyone affected by this matter. Ambucor officials have also confirmed they are taking steps to prevent this type of incident from occurring again, including a thorough review and update to all HIPAA security processes.

For questions or additional details, please contact Ambucor’s dedicated toll free call center at (866) 313-7993.