



For more information:
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Summit Healthcare – Notice of Breach of Patients’ Protected Health Information

Show Low, AZ – July 22, 2024 - Summit Healthcare Association (SHA) values and respects the privacy and confidentiality of our patients’ protected health information (PHI). Regrettably, this notice is regarding an incident that involves some of that PHI. We’re providing this notice as a precautionary measure to protect patient privacy.

What Happened?

On March 28, 2024, SHA discovered that between December 14, 2023 – March 26, 2024, a staff member impermissibly accessed and viewed the PHI of various patients from the Summit Healthcare Regional Medical Center (SHRMC) censuses. Our investigation found the access was outside of the scope of the employee’s job duties so we undertook the time intensive process of identifying every patient whose information was inappropriately accessed and viewed. We have no knowledge of or reason to believe that the employee shared or misused any of the PHI.

What PHI was Involved?

Depending on the patient, the PHI involved included some or all of the following information: name, photo, date of birth, location(s) within facility, chief complaint, reason for visit, treating provider(s), date(s) of service, medical record and encounter numbers, orders, insurer information, and clinical information.

What is SHA Doing About It?

SHA immediately acted to curtail the impermissible access identified. The individual who inappropriately accessed the information is no longer with the organization. We are also revising our sanction policy and retraining our workforce. SHA is also individually notifying all affected patients.

What Can You Do?

Please be assured that we have no knowledge of or reason to believe that the PHI has been acquired, disclosed or misused by anyone. However, if you are concerned about your personal information, you may wish to take the following steps:

You are entitled to a free annual credit report, by going to www.annualcreditreport.com or by calling toll-free (877) 322-8228.

If you believe someone is using your personal information, visit www.IdentityTheft.gov to report identity theft and get a recovery plan.

You can contact any of the three major credit bureaus to place a fraud alert and/or security freeze on your credit report. A fraud alert will notify lenders that you may be a victim of identity theft, while a security freeze prevents new lenders from accessing your credit report until you lift the freeze from your account. Below is contact information for all three credit bureaus:

- Equifax: (888) 378-4329, www.equifax.com, Equifax Information Services, LLC, P.O. Box 105788, Atlanta, GA. 30348-5788.
- Experian: (888) 397-3742, www.experian.com, P.O. Box 4500, Allen, TX. 75013.
- TransUnion: (888) 909-8872, www.transunion.com, P.O. Box 160, Woodland, PA. 19094.

For additional security, Summit Healthcare will be happy to cover any costs associated with placing a security freeze on your credit reports. If you would like to take this action, or have any other questions or concerns, please contact our Privacy Officer, Natalie Roehlk, at (928) 537-6939 or via email: Natalie.Roehlk@summithealthcare.net. This offer will expire on September 20, 2024.

We trust you will know through our actions as outlined above that we take patient privacy and our obligation to safeguard our patient's PHI seriously, and we sincerely apologize for this incident. Should you have any questions or concerns please do not hesitate to contact our Privacy Officer.