



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

Show Low, AZ –April 11, 2025 - Summit Healthcare Association (SHA) values and respects the privacy and confidentiality of our patients’ protected health information (PHI). Regrettably, this notice is to inform you of an incident that involves a breach of some of that PHI by two former employees who failed to respect that privacy. We’re providing this notice as a precautionary measure to protect patient privacy.

### **What Happened?**

On February 11, 2025, SHA confirmed through investigation of a reported patient privacy concern that between November 12, 2024 and February 6, 2025, two staff members impermissibly accessed and viewed the PHI of emergency department (ED) patients from the Summit Healthcare Regional Medical Center (SHRMC) ED census, as well as some patients’ medical records and other clinical information. Our investigation found the access was outside of the scope of the employees’ 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 employees 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, treating provider(s), date(s) of service, medical record and encounter numbers, health insurance information (such as member/group ID number or Medicaid/Medicare number), driver’s licenses and medical records and/or clinical information (e.g., chief complaint, visit reason, history of present illness, vital signs, body measurements, medications, history and physical, review of systems, physical exam, past medical history, orders, lab and imaging results, findings, assessment and plan). No financial information was accessed or viewed. Not all data elements were involved for every affected individual.

### **What is SHA Doing About It?**

SHA immediately acted to curtail the impermissible access identified. The individuals who were found to have ignored SHA’s mandatory training programs on the importance of protecting patient privacy, and violating the numerous policies SHA has in place to protect PHI were terminated from the organization. SHA takes the protection of the privacy and confidentiality of our patients’ PHI very seriously and will therefore be increasing employee training in this area, as well implementing additional controls to help limit impermissible access to PHI. SHA is in the process of sending individual notifications to 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 to monitor and protect your personal information:

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

If you believe someone is using your personal information, visit [www.IdentityTheft.gov](http://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](http://www.equifax.com), Equifax Information Services, LLC, P.O. Box 105788, Atlanta, GA. 30348-5788.
- Experian: (888) 397-3742, [www.experian.com](http://www.experian.com), P.O. Box 4500, Allen, TX. 75013.
- TransUnion: (888) 909-8872, [www.transunion.com](http://www.transunion.com), P.O. Box 160, Woodland, PA. 19094.

For additional security, SHA 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](mailto:Natalie.Roehlk@summithealthcare.net). This offer will expire on June 10, 2025.

We deeply regret any concern this incident may cause you and 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. We sincerely apologize for this incident. Should you have any questions or concerns please do not hesitate to contact our privacy officer.