

## **Information on Improper Use or Disclosure of Protected Health Information**

### **What happened?**

On May 6th, 2023, our office was engaging in internal correspondence regarding a number of patient files. During the course of this correspondence, another patient was inadvertently added to the email chain by a member of our office. The communication included protected health information in the form of patients' names and details about their history at our office such as the name of the procedure that the patient was contemplating. The patient who inadvertently received this information was promptly contacted by our office of the error and has confirmed the communication has since been deleted. No one beyond that patient and appropriate internal staff had access to this information.

### **What information may have been involved?**

Here is the kind of information that may have been visible:

Information used to contact the individual patient, like first and last name  
The name of the patient's medical procedure

### **Why did this happen?**

It was an honest mistake by a member of our staff.

### **What was done about it?**

When we learned about the activity, we immediately began an investigation. We have retrained our staff and put additional protocols in place to protect against this happening again.

### **What if I have a question?**

If you have any questions or concerns, please call our office at 585-244-1000.

We are sorry for any concern this event may cause. We mailed letters to people whose information may have been involved in this event. Because we may not have addresses for everyone, we are posting this substitute notice on this website, as allowed by the Health Insurance Portability and Accountability Act (HIPAA). This substitute notice will remain active for at least 90 days.