



Please be advised that Special Health Resources for Texas, Inc. d/b/a Woman and Child Health Center of Longview ("SHRT") takes the privacy and security of its patients' information very seriously. For this reason, we are letting our patients know of a recent incident potentially involving their health information.

What happened. On April 16, 2019, we conducted an audit of our electronic medical records system to ensure patients' records are not being accessed inappropriately. According to the audit log, a contracted healthcare provider may have accessed certain patients' medical records. Our audit log indicates the healthcare provider may have copied some of the information and may be contacting patients without authorization.

What information was involved. The electronic medical records that the healthcare provider accessed included clinical notes, appointment and other provider data, demographic information, and contact information. No financial information was included in the record.

What you should do. Again, no financial information was included in the records accessed, and we have no reason to believe that any patients' information was accessed for reasons except to make unauthorized contact with them. Should anyone contact you with a request that you change healthcare providers, please contact SHRT at the number below.

What we are doing. SHRT is strongly committed to maintaining the privacy of patients' personal information. Upon receipt of the audit log and investigation, we terminated the services of the contracted healthcare provider who accessed the records. Additionally, we are reviewing our policies and procedures to determine how we can further limit access to patients' personal information to ensure that the information is accessed only in compliance with applicable law.

While we do not believe that any patient information was accessed except to make unauthorized contact with patients, in an abundance of caution, we are informing all of our patients of what occurred.

Again, we sincerely regret this situation has occurred. SHRT is committed to protecting the personal information of our patients and we have taken specific steps to make sure that this situation does not happen again. If you have any questions regarding this notice, please contact our office at (903) 212-7802, or P.O. Box 2709, Longview, Texas 75606.

Sincerely,

SPECIAL HEALTH RESOURCES FOR TEXAS,
INC.

A handwritten signature in black ink, appearing to read "David Hayes", written in a cursive style.

David Hayes
Interim Chief Executive Officer