



United MMC Networks LLC NPI# 1679855902
BREACH NOTIFICATION LETTER TO PATIENTS

July 19, 2017

Dear United MMC patient:

We regret to inform you that our practice has discovered a breach of your personal contact information which is isolated to ***Patient Name, Phone Number and Email Address***.

This information is considered protected by the Health Insurance Portability and Accounting Act of 1996 (HIPAA) and we are required to notify you to the extent of information involved which we stated above. We became aware of this breach on June 1st, 2016. All patient information was directed to be deleted upon termination of prior provider Dr. Judith Jones, NMD Arizona License #09-1165 from any/all provider electronic devices used with United MMC. We became aware of patient personal information unlawfully being used to solicit United MMC patients from our facility on or around June 1st, 2016. Dr. Jones initiated an unlawful campaign of misrepresentation and confusion to patients that United MMC was “announcing the opening of a new medical facility” as well as claiming “United MMC has moved” which both claims were indeed false.

Dr. Jones does not have access to personal patient EMR (Electronic Medical Records), patient address information, patient communications or patient records. All granted access was removed on her termination date. The breached information as stated above is three specific items: Name, Phone Number and Email contact information.

Dr. Judith Jones was contacted by our legal representatives on July 7th, 2016 via Certified Mail and Email to immediately ***Cease and Desist*** from contacting or soliciting United MMC patients at that time. We believe that Dr. Judith Jones is still contacting patient's as of July 19th, 2017 due to recent complaints being reported at our facility. We also became aware of patients submitting Notices of Breach to the Secretary of Health and Human Services as well as complaints to the Arizona Medical Board after realizing there is no United MMC affiliation.

As a warning to United MMC patients, the Secretary of the Department of Health and Human Services as well as the Arizona Naturopathic Physicians Medical Board are aware of the complaints and may have an open investigation into Dr. Jones. We strongly advise against using her for your renewal evaluations as a precaution against having your certification invalidated upon the completion of any possible investigation. Arizona Department of Health requires a licensed provider to certify patients for the program so we advise caution. Dr. Jones does not retain any patient records from United MMC for renewals and therefore you would be required to present your own updated records. United MMC is exploring all avenues to make sure that all United MMC patients Dr. Jones has certified since her departure meet the Arizona Department of Health requirements for prior records.

We advise you to immediately take the following steps if previously or recently contacted by Dr. Jones:

Please send an email to records@unitedmmc.org describing the scope of the interaction, date, time and method of contact. Do not provide Dr. Jones with any further personal information.

Please file an online complaint with Department of Health and Human Services at:

https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf

Please provide the following information on the complaint web form:

- Violation Address: 4206 E. Chandler Blvd. Ste. 9 Phoenix, AZ 85048 (her office)
- Dr. Jones Phone: 480-888-0884
- Violation Date: Use the date of contact from Dr. Jones
- Brief Description: Dr. Jones [Arizona Medical License # 09-1165] contacted me using confidential health information protected by the Health Insurance Portability and Accounting Act of 1996 (HIPAA). The information used was unlawfully kept and not deleted as instructed from previous employment at a medical facility of which I am a patient. I was advised to file this complaint from a 'Breach Notification received' from United MMC of Arizona. It is my understanding that Dr. Jones has had other complaints stemming from this incident as well. The protected information being used is isolated to my name, phone number and email address. Please inform Dr. Jones to delete all my protected information from her possession immediately.
- Attachments: Include any documentation or email copies if possible

You may also file a written complaint with the Arizona Naturopathic Physicians Medical Board at:

https://nd.az.gov/sites/default/files/forms/Complaintform_1.pdf

We are aware of how this breach happened and to protect against such breaches in the future, we removed provider controlled access of our scheduling application. When the relationship with our providers are now terminated, we can delete the prior scheduling information which includes the names, phone numbers and email addresses of our patients instantly and access credentials will be revoked.

We apologize for the stress and worry this situation has caused you. We are committed to keeping your information safe and assure you we are doing everything possible to regain your trust in our practice which is why we are informing you of this issue. We want to reiterate that your actual patient records, chart notes, prior records and all communications were not involved in this breach.

Please do not hesitate to contact us with any questions about this incident or if you need additional information on what you should do as a result of the breach, at 602-955-1444, records@unitedmmc.org, www.unitedmmc.org or mail us at United MMC, 2821 N. 24th St. Phoenix, AZ 85008

Sincerely,

Ryan Bishop, COO