

Notice to our Patients Regarding Missing Radiology Discs

Protecting patient health care information is a priority at Cook Children's Medical Center ("Cook Children's"), and we take all related matters very seriously. Regrettably, we recently addressed an incident concerning some of that information.

On June 18, 2020, Cook Children's Medical Center Radiology Department reported being unable to locate a box of discs containing radiology images that had previously been placed in a secured storeroom before June 15, 2020. We immediately began an investigation to determine what information was contained on the discs. We determined that some patient images and associated documentation were included on these discs, but the images themselves were not viewable without the use of special software. However, some of the associated documentation was potentially accessible without imaging software, including patient names, dates of birth, medical record numbers, dates of service, type of scan, information related to the scan, and the physician's name.

This incident does not include all Cook Children's patients who received imaging services. Only certain patients who received total body or hip and spine imaging between 2005 and 2014 are involved.

We have no evidence that any information involved in this incident has been misused. However, in an abundance of caution, we began mailing letters to affected patients on August 17, 2020 and established a dedicated call center to answer any questions our patients and their families may have. If you believe you are affected and do not receive a letter by September 17, 2020, please call 1-877-728-0077, Monday through Friday, from 8:00 a.m. to 5:00 p.m. Central Time.

We remind our patients that it is always advisable to review the statements received from healthcare providers, and we recommend that our patients contact the provider immediately if they see services that were not received.

We apologize for the circumstances that caused this incident and any inconvenience this may cause our patients and their families. We are implementing encryption technology when needed and holding mandatory employee retraining to help ensure this does not happen again.