



**Substitute Notice – Patient Portal Incident  
Raphael Health Center**

Raphael Health Center (“RHC”) is committed to protecting patient confidentiality and privacy. We are contacting you with important information about a recent incident that may have resulted in an unauthorized disclosure of your or a family member’s personal information.

On September 13, 2022 RHC was notified by a patient that their family patient portal account included access to other RHC portal accounts for individuals who were not members of the patient’s family. RHC immediately launched an investigation into the matter to verify the accuracy of the patient’s report. RHC verified the report and changed the patient’s family portal account settings which immediately shut-off the patient’s access to other patient’s portal accounts. The personal information accessible as a result of this incident included your or your family member’s demographic information, patient profile, appointments, messages, and billing information. Through the investigation it was determined that this incident was the result of a technical glitch which occurred when the reporting patient’s portal account was configured as a family account, on or about September 13, 2022.

To further mitigate this incident, we worked with our patient portal vendor to ensure that the settings for all patient portal accounts were configured correctly. We also audited all family patient portal accounts to confirm that those accounts only included family members as designated by the patients. Additionally, we performed a comprehensive analysis of our patient portal system with our patient portal vendor and electronic medical record vendor to ensure no other information was compromised and to confirm no additional information was accessed.

While we have no evidence that any of your information has been or will be misused, we encourage you to regularly review use and access of your personal information (e.g., credit card statements, insurance statements, bank statements, etc.) in order to quickly detect any misuse. You may wish to obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

**Equifax®**  
P.O. Box 740241  
Atlanta, GA 30374-0241  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**  
P.O. Box 9701  
Allen, TX 75013-9701  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion®**  
P.O. Box 1000  
Chester, PA 19016-1000  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

We take the privacy and security of information entrusted to us very seriously and are enhancing our patient portal policies and procedures in an effort to prevent an incident of this nature from occurring in the future.

Should you have any questions regarding this incident, please contact the following toll-free number: 1-866-776-9064, Monday through Friday, 8 a.m. to 5 p.m. Eastern Time.

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*Our mission is to provide community-based, full service health care of the highest quality with respect and dignity for all people including the underserved and uninsured within a setting that shares the love and healing of Jesus Christ.*