



April 28, 2008

To Whom It May Concern:

UCLA Medical Center in California has recently been in the national news due to the unauthorized viewing by employees of the confidential medical records of numerous high profile patients – notably celebrities and politicians. UCLA is facing potential state sanctions, public embarrassment, and community distrust.

At Methodist Le Bonheur Healthcare, we have explicitly informed all Associates, Physicians, Vendors, and other individuals with access to our patient's health information, that individuals may only access a patient's Protected Health Information (PHI) (including paper and electronic medical records) for:

- **Treatment,**
- **Payment,**
- **Healthcare Operations, or**
- **With a Signed Authorization From the Patient or Patient Representative.**

Please communicate to your employees that when an individual accesses or views a Methodist Le Bonheur Healthcare patient's medical record (paper or electronic), it must be part of that individual's job responsibility.

To promote HIPAA Privacy/Security compliance at Methodist Le Bonheur Healthcare, the Corporate Compliance Department conducts routine audits of individuals accessing our electronic patient medical records. These audits include observation of access of electronic PHI by Associates, Physicians, Vendors, Physician Office Staff, and others. Any of these individuals may face corrective action for inappropriately accessing PHI.

If you have knowledge of an individual inappropriately accessing or viewing patient health information at Methodist Le Bonheur Healthcare, please immediately report this to the Corporate Compliance Department (Linda Maners – 901-516-0735 or Karen Anderson 901-516-0705) or to the Materials Management Department (901-516-2495). If you do not wish to be identified, you may report this to the Corporate Compliance Hotline – 1-888-220-2163.

Instances such as those that have occurred at UCLA are most unfortunate and undermine the public trust in our electronic medical records system. We must all take an active role in safeguarding our patient's confidential information so that every patient who comes through the doors of Methodist Le Bonheur Healthcare can be assured that their privacy will be protected as securely as ever.

For questions, please contact Linda Maners, Director, Corporate Compliance, at 901-516-0735 or Karen Anderson, Regulatory Manager, at 901-516-0705.

Thank you,

Loretta Hinton,  
Assistant General Counsel  
Chief Compliance Officer