

## **Notice to our Patients of Lab Privacy Incident**

Sentara Health values and respects the privacy of our patients' information. Regrettably, this notice concerns an issue that may have involved some of that information.

In January 2025, the Sentara Health's Lab Services department hired two individuals to process lab requisitions. Lab requisitions are the orders a provider sends to a lab to tell them what type of lab tests to run on a patient.

The individuals were hired to work remotely, meaning they did not work in an office located on Sentara property. On April 3, 2025, after virtual meetings with the individuals, the individual's manager made Sentara's Compliance Department aware of concerns related to the individual's identities, and that the pictures the individuals submitted as part of the hiring process did not appear to match the individuals participating in virtual departmental meetings. In response to the manager's report, the Sentara Privacy and Cyber Security departments began an investigation to determine if there was any activity that was inconsistent with their job duties or out of compliance with Sentara's policies or procedures. Our investigation was completed on April 10, 2025, and noted that while the individuals were performing the job duties they were hired to perform, they were not performing these duties from within the United States and could not confirm they were being performed by the individuals hired by Sentara.

In response, Sentara immediately terminated the individuals' access to Sentara's systems.

This incident did not affect all patients, but only certain patients who received lab tests between January and April 10, 2025. The information the individual(s) accessed varied by patient, but may have included patient names, addresses, dates of birth, patient identification numbers, medical record numbers, telephone numbers, Social Security Numbers, the lab tests that were ordered, the name of the provider who ordered the tests and the date the labs were ordered.

We want our patients to know that we are taking this matter very seriously. We began mailing letters on June 9, 2025, and are offering patients complimentary credit monitoring and identity protection services. Information on how to activate those services is included in the letters being sent to those patients. We have also established a dedicated call center to answer any questions patients may have. If you believe you are affected and do not receive a letter by July 7, 2025, please call 1-877-728-0077 from 8:00 a.m. to 5:00 p.m. Eastern Standard Time, Monday through Friday.

We take our responsibility to safeguard personal information seriously and apologize for any concern this incident might cause. We are committed to taking steps to help prevent something like this from happening again, including evaluating additional platforms for educating staff and reviewing technical controls.