

NOTICE OF DATA PRIVACY INCIDENT

Last spring, VNA learned that a COVID-19 vaccination appointment reminder distributed via email on March 16, 2021 contained the email address of all 517 persons scheduled to receive the vaccine the next day. Immediately upon discovery, VNA sent a follow-up note to each recipient of the email and informed them of the error. Notwithstanding, VNA was recently asked by the Department of Health and Human Services to share details of the situation on its website and with local media.

To that end, it should be noted that VNA has thoroughly investigated this incident and has confirmed that the only bits of identifying information in the reminders were the email addresses. It also found no evidence to suggest that there has been any use or misuse of that address information. Additionally, VNA has taken steps to ensure that such a mishap will not occur again, including retraining staff on best practices to confirm appointments and discontinuing the use of mass email correspondence in business activities.

VNA sincerely apologizes for this mistake and wants to assure all whom it serves that it takes its role in safeguarding health information very seriously. Accordingly, if you have any questions or concerns regarding this matter or have received any unexpected communications that may be in connection with this incident, please feel free to contact VNA's privacy officer, Kevin Michel at 816-6276211. You may also email us at kmichel@vnakc.org.