



DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Promoting and protecting health, well-being, self-sufficiency, and safety of all in Marin County.

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Dear Marin County Public Health Clinic patients,

I am writing to update you on a recent incident that affected electronic health record software in clinics around Marin County, including Marin County Health and Human Services Public Health Clinics (Marin HHS Clinics). Last week, we received notice that MMPC, Inc., the company we work with to provide electronic health record services experienced a malware attack.

Please know our first concern is for your health and privacy. At this time we are confident our patient's health care information has remained secure. There is no evidence any unauthorized access to patient information.

This incident has not affected the delivery and quality of patient care at Marin HHS Clinics and service has continued without interruption.

Marin HHS Clinics have safeguards in place to ensure the confidentiality of patient health information. Marin HHS Administrative, Compliance and Technology teams are actively monitoring this situation in dialogue with MMPC as the system is restored.

We remain dedicated to the highest level of service and quality of care for our patients, and thank you for your continued trust in Marin HHS Clinics.

If you have further questions about this incident, please call David Rothery at 415-473-2087.

Sincerely,

Lisa Santora MD, MPH
Deputy Public Health Officer