
For immediate release

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***** PRESS RELEASE *****

Missing Logbook Resulted in Privacy Breach

No evidence of misuse or unauthorized access to patient health or financial information

San Francisco, CA – Zuckerberg San Francisco General (ZSFG) learned that a paper logbook containing protected health information went missing from a secure area of a clinic at the hospital.

On or about December 12, 2023, ZSFG staff became aware that the logbook was missing. The loss was investigated and later confirmed by the hospital’s Office of Compliance and Privacy Affairs. Although there is no evidence of misuse or unauthorized access to the logbook, the investigation has thus far been unable to determine the location of the logbook. No computerized or digital records were involved in this incident.

The logbook contained various types of protected health information obtained during an encounter at a ZSFG clinic between January 11, 2022 and December 12, 2023, including some or all of the following information: patient name, date of birth, gender, medical record number, date(s) seen at the clinic, date(s) of collection of specimens, reason(s) for specimen, results of specimen(s) and/or whether a result was received and additional patient health information.

As required by federal and state laws and the Health Insurance Portability and Accountability Act (HIPAA), the Office of Compliance and Privacy Affairs contacted impacted patients individually and informed The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) as well as the California Department of Public Health. ZSFG also posted a notice on its website.

ZSFG is committed to maintaining the privacy of its patients and takes possible breaches of privacy seriously. To ensure incidents such as this do not occur again, ZSFG will conduct policy reviews and additional security training with staff to ensure this type of loss does not occur in the future in this or other clinics.

ZSFG patients with questions about this matter can contact the Privacy Office **toll-free number (855) 729-6040** and **reference** Case #406 in the message.

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San Francisco
Health Network