



**Department of
Veterans Affairs**

FOR IMMEDIATE RELEASE

News Release

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Veterans Health Administration Notifying Veterans Whose Personal Information May Have Been Compromised

Bronx, NY – The Veterans Health Administration (VHA) takes the privacy of our patients very seriously. The VA Patient Reminder Notification System (PRN) Solution experienced two incidents that resulted in the printing of appointment reminder postcards that were then mailed to other patients because the Veteran’s name and address printed on the outside of the postcard did not match the name and notification on the inside of the postcard. The mis-match errors occurred during the printing of the appointment reminder postcards on Wednesday, August 8, 2018 and Tuesday, September 4, 2018, for appointments within Veterans Service Integrated Networks (VISN) in the Northeastern part of the United States. The August 8 incident involved appointment reminders for August 22, 2018, appointments and the September 4 incident involved appointment reminders for September 16, 17 and 18 appointments.

Although there has been no indication that any of the information was misused, VHA is sending letters to each of the 19,254 Veterans whose appointment reminder information was sent to another VA patient, notifying them of the potential disclosure of their limited patient information.

Veterans who receive care within facilities in the Northeastern United States with questions or concerns about whether their personal information may have been involved can call the VISN 2 Privacy Office at 1-518-626-7301 between the hours of 7:00am – 3:30pm EST, Monday - Friday.

For more information, please visit <https://www.visn2.va.gov>.