

Compliance Office

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www.kingcounty.gov/health

March 5, 2026

NOTICE OF PHI BREACH

Thank you for using services at Public Health Seattle & King County. Providing quality care and protecting your health information is our top priority. The Public Health Compliance Office is providing this Notice to inform clients about a recent breach of protected health information (PHI) in this clinic.

Please review this Notice to learn:

- What happened
- How you might have been impacted
- What information was involved
- What Public Health is doing for this breach
- What can you do if you have questions about this breach

What happened?

Due to what we believe may have been a Microsoft browser setting error, the first and last names of seven clients were accidentally displayed on our kiosk system. The kiosk system is used for client appointment check-ins.

On January 8, 2026, during the check-in process, another client noticed the names of other clients displayed in the kiosk. The client immediately reported this to the front desk, and Public Health immediately disabled the browser on that same day.

How may you have been impacted?

In total, seven clients' first and last names were visible in the Kiosk system, but we do not have access to those names. As a result, we are unable to send individual letters notifying those affected by the disclosure of PHI.

However, we are notifying potentially impacted clients through this substitute Notice.

What information was involved?

The only data visible in the Kiosk at the time of the suspected browser error was the first and last names of the seven clients. We are not sure how long the Kiosk was displaying the client names before it was disabled.

What is Public Health doing for this breach?

The Kiosk has been disabled. Information Technology (IT) experts are looking at the Kiosk system to determine what went wrong and how to prevent future incidents. Public Health is also providing this notice to potentially impacted clients.

What can you do if you have questions about this breach?

We do not believe the information displayed in the Kiosk is at risk for identity theft, if you want to know more about how to protect your identity, the following resources are available:

- The toll-free number for the Federal Trade Commission is 1-877-FTC-HELP (1-877-382-4357). The Federal Trade Commission has counselors who can advise on how to contact the credit bureaus to obtain a free credit report or to freeze your credit.
- The Federal Trade Commission also has a website at <https://reportfraud.ftc.gov/#/>, which includes language access information.

Please accept our sincere apologies for any concern this breach has caused. Public Health takes the privacy of your health information very seriously.

Please feel free to contact our Public Health Compliance Office. We want to answer any questions, and address concerns you may have about this incident. You can contact our office Monday through Friday 9:00AM-4:00PM and by calling 206-263-8255, or toll free at 1-844-428-2030. You will be provided with interpretation services if needed.

Sincerely,
Compliance Office,
Public Health – Seattle & King County
401 5th Avenue, Suite 1220