



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

FOR IMMEDIATE RELEASE
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Contacts: CCHCS Communications
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Potential privacy incident regarding patient personal information

ELK GROVE, CA – On or about Nov. 15, 2024, CCHCS discovered that two boxes containing medical and dental records of more than 500 CDCR patients at Valley State Prison were found to be missing, and their current location remains unclear.

According to preliminary reports, the boxes were addressed for delivery to the CCHCS Health Records Center, but did not reach their intended destination. Efforts are underway to determine where the boxes were taken and ensure their safe recovery.

The patient information in the boxes included patient names, CDCR numbers, and medical and/or dental treatment information.

What is CCHCS doing?

CCHCS takes data privacy and confidentiality of patient information seriously and remains committed to protecting the personal information of our patients. In response to this incident, CCHCS is reinforcing our security protocols and conducting an internal investigation to specifically identify and contact patients whose data is impacted by this incident.

Our investigation so far has determined that approximately 1,416 CDCR patients who received medical and/or dental care at VSP were among those whose data was potentially impacted. CCHCS is sending breach notification letters to affected individuals to notify them of the breach and explain the actions being taken in response. This press release serves to provide the same information included in the notification letters to individuals who are in the community.

Persons who feel they may have been affected by this potential data breach can contact CCHCS with questions or concerns via the following methods:

For non-media inquiries, please contact:

CCHCS Privacy Office
(877) 974-4722 or write to:
California Correctional Health Care Services
P.O. 588500, Suite D-3
Elk Grove, CA 95758-8500

Background: California Correctional Health Care Services (CCHCS) provides care that includes medical, dental and mental health services to California's incarcerated population at all 33 California Department of Corrections and Rehabilitation (CDCR) institutions statewide. Website: cchcs.ca.gov