



Notice of a Privacy Matter

Atrium Health is committed to protecting the confidentiality and security of our patients' information. Regrettably, we recently identified a situation that may have involved some of that information.

We recently determined that from January 2015 - July 2019, certain online tracking technologies were active on our MyAtriumHealth (formerly MyCarolinas) patient portal available through both the my.atriumhealth.org website and mobile application (the "Patient Portal"). These commonly used internet technologies were utilized to help operate certain features of our Patient Portal and enhance the online experience for users. We have learned that, during this time frame, these technologies may have transmitted certain personal information to third-party vendors, such as Google and Facebook (now Meta). We are notifying users now because of information that recently came to light regarding our prior use of online technologies in the Patient Portal.

In June 2022, the use of online tracking technologies on websites operated by health care systems across the country was called into question. We investigated our then-present use of such technologies and determined that they were not being used in the Patient Portal.

Earlier this year, we revisited this review of online technologies on the Patient Portal, this time examining the use of these technologies during the period from January 2015 to present. As a result of the review, we determined that such technologies had been historically used on certain portions of the Patient Portal before being removed and/or disabled in July 2019. We then continued our review to better understand what, if any, personal information may have been transmitted to such vendors.

As it is not possible to conclusively determine what data was transmitted to third parties, out of an abundance of caution, we have assumed that all users whose MyAtriumHealth or MyCarolinas Patient Portal was accessed from January 2015 - July 2019 may have been affected. Individual users may have been impacted differently based on their choice of web browser; the configuration of their browser(s); their blocking, clearing or use of cookies; whether they had accounts with our third-party vendors, such as Meta, Google or similar media platforms; whether they were logged into such accounts; and the specific actions taken on the platform by the user.

The following information may have been involved: IP address; third-party identifier/cookies (a unique string of numbers or characters); and, in some instances, if contained in a URL address visited by the user or button text clicked by the user, information about a patient's treatment or provider. Additionally, if a user was prompted to fill out a form that included their first and last name, email address, phone number, city, state, ZIP code and gender, that information may also have been shared with these third-party vendors.

Based on our review, no Social Security number, financial account, credit card or debit card information was involved.

There is no evidence that any information that may have been shared with these third parties has been misused in any way. Moreover, the nature of the information that could have been collected would be very unlikely to result in identity theft or any financial harm. However, in light of our investigation and findings, combined with our commitment to transparency and protecting your privacy, we are providing notice of this situation. We take this matter very seriously and we're continuing to monitor our information security systems, making improvements and enhancements where appropriate and evaluating any use of online technologies, consistent with our commitments to patient privacy.

We have established a dedicated, toll-free call center to answer questions you may have at (866) 676-6532. The call center is available Monday through Friday from 9 a.m.- 6:30 p.m. Eastern Time, excluding major U.S. holidays.

We apologize for any concern or inconvenience this may have caused and remain committed to protecting the confidentiality and security of our patients' information. We have and will continue to enhance our security controls, as appropriate, to minimize the risk of similar situations in the future.

Frequently Asked Questions

Note: Atrium Health was known as Carolinas HealthCare prior to Feb. 2018.

1. What happened?

We recently determined that from January 2015 - July 2019, certain online tracking technologies were active on our MyAtriumHealth (formerly MyCarolinas) patient portal available through both the my.atriumhealth.org website and mobile application (the "Patient Portal"). These commonly used internet technologies were utilized to help operate certain features of our Patient Portal and enhance the online experience for users. We have learned that, during this time frame, these technologies may have transmitted certain personal information to third-party vendors, such as Google and Facebook (now Meta).

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Earlier this year, we revisited this review of online technologies on our Patient Portal, this time examining the use of these technologies during the period from January 2015 to present. As a result of the review, we determined that such technologies had been historically used on certain portions of the Patient Portal from January 2015 to July 2019.

2. Was my information shared?

Out of an abundance of caution, we have assumed that all users whose MyAtriumHealth or MyCarolinas Patient Portal was accessed from January 2015 - July 2019 may have been affected. During this period, the Patient Portal was available to patients of Atrium Health at facilities and practices in Mecklenburg County in North Carolina, as well as surrounding counties in North and South Carolina.

As such, if you were patient at any of these providers during this time frame and accessed the Patient Portal, it is possible that your information may have been shared.

Atrium Health affiliates Atrium Health Wake Forest Baptist, Atrium Health Navicent and Atrium Health Floyd did not use the MyAtriumHealth Patient Portal during this period. Patients of those affiliates who were not also patients of Atrium Health, receiving care in the greater Charlotte area, were not likely to have been impacted.

Individual users may have been impacted differently based on their choice of web browser; the configuration of their browser(s); their blocking, clearing or use of cookies; whether they had accounts with our third-party vendors, such as Meta, Google or similar media platforms; whether they were logged into such accounts; and the specific actions taken on the platform by the user.

3. What personal information of mine may have been affected?

The following information may have been involved: IP address; third-party identifier/cookies (a unique string of numbers or characters); and, in some instances, if contained in a URL address visited by the user or button text clicked by the user, information about a patient's treatment or provider. Additionally, if a user was prompted to fill out a form that included their first and last name, email address, phone number, city, state, ZIP code and gender, that information may also have been shared with these third-party vendors.

Based on our review, no Social Security number, financial account, credit card or debit card information was involved.

4. What have you done to keep something like this from happening again?

We are committed to protecting the security and privacy of the information we maintain. We have confirmed that these technologies have been disabled and/or removed from the Patient Portal and we are continuing to monitor our information security systems, making improvements and enhancements, where appropriate, and evaluating any use of online technologies consistent with our commitments to patient privacy.

5. Why does Atrium Health have my information?

As a health system, we maintain the personal information of patients in our files and maintain information required by the state and federal government. We may have your information if you are a current or former patient of Atrium Health or, if you created an account via our website or mobile application, we may have collected relevant information to support your activity while visiting the site or application.

6. What can I do now?

Many people choose to manage settings related to online tracking technologies by blocking or deleting cookies or using browsers that support privacy-protecting operations. For added protection, you can adjust your privacy settings in Meta, Google and other platforms. We encourage patients to regularly review their accounts.