

NH Pensacola to contact customers after computer goes missing

PENSACOLA, Fla. -- Naval Hospital Pensacola will be notifying thousands of beneficiaries who use its pharmacy services, following the disappearance of a laptop computer August 18 which contains personally identifiable information.

The computer's database contains a registry of 38,000 pharmacy service customers' names, Social Security numbers and dates of birth on all patients that used the pharmacy in the last year. It does not contain any personal health information.

"While there is no evidence to suggest personal data has been compromised, it is the Department of the Navy's policy to apprise individuals whose Personally Identifiable Information (PII) may be at risk," says Captain Maryalice Morro, commanding officer.

The last date that the computer can be accounted for is Aug. 18. In an internal review and investigation, the command made contact with 100 percent of its Pharmacy staff members in an attempt to discover the whereabouts of the computer. The computer has a damaged exterior and may have been disposed of.

NH Pensacola believes the risk of malicious intent is low. Because the hospital cannot account for the laptop, it is sending a letter to each person whose information was on the computer. The letter will include information on how to take protective action.

"We regret any inconvenience or undue concern this may cause," continues Capt. Morro. "We take this potential data compromise very seriously and continue to strive to protect and secure your PII."

The hospital's Web site, www.med.navy.mil/sites/pcola, contains additional information under the link, "Possible Loss of Personal Identifiable Information." Should you have further questions, call the hospital toll-free at (1-866) 678-4881.

Additional security measures have been implemented and the command is reviewing all protocols to ensure that Personally Identifiable Information is protected. NH Pensacola will provide a training stand down for all staff regarding use, protection and security of PII and Personal Health Information.

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