

PP-05 Attachment B  
Rev. 5/22/06

## Sample Resolution Letter

Date

First & Last Name  
Address 1  
Address 2  
City, State, Zip Code

Dear Title, last Name:

I am writing to let you know that we have completed our investigation into your privacy complaint. In summary, you stated that a UW Medicine employee inappropriately disclosed your daughter's medical information to other patients in the waiting room while discussing her case with a co-worker to set her up for her appointment with the provider.

UW Medicine takes patient privacy very seriously. This disclosure was not consistent with our privacy practices, and we are sorry that it occurred. Due to Human Resources privacy restrictions, I am unable to share the specific outcome of the investigation or any sanctions imposed. However, please know that we do have policies and procedures in place that allow for appropriate and consistent sanctioning of employees for breaches of patient privacy and confidentiality.

Thank you for bringing this issue to my attention. I hope it has been addressed to your satisfaction.

Sincerely yours,

Privacy Officer  
UW Medicine