



## San Francisco Department of Public Health

Grant Colfax, MD  
Director of Health

City and County of San Francisco  
London N. Breed  
Mayor

### **For immediate release**

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### **Improperly Discarded Hospital Meal Tray Tickets Resulted in Privacy Breach No evidence that patient information was misused *No personal health or financial information disclosed***

San Francisco, CA -- The Department of Public Health (DPH) announced today that for a period of five months this year, some meal tray tickets of patients at Zuckerberg San Francisco General Hospital (ZSFG) were improperly disposed, resulting in a privacy breach. There is no evidence of any misuse of the information, and the risk of identity theft is low.

Between June 18 and November 4, 2019, a Food and Nutrition Services employee threw out meal tray tickets into the regular garbage bins, instead of confidential shredder bins as required. Each ticket contained a patient's full name, day and month of birth, bed/unit location at ZSFG, diet information and the menu received. The tickets **did not** include any other personal information. Letters will be sent to the 1,174 patients who were on the units where this employee delivered meal trays, informing them of the incident.

The Health Department learned of the mistake on November 15, when the employee disclosed that he had been improperly disposing of meal tray tickets since June. That employee, and all staff members who deliver food trays, have been counseled on proper disposal procedures. DPH is committed to preserving the privacy of our patients and takes its responsibility to address privacy incidents seriously.

ZSFG patients with questions about this matter can contact the DPH Privacy Office **toll-free number (855) 729-6040** and reference **"FNS" or "#2019-198" in the message.**

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### **About SF Department of Public Health**

The mission of the San Francisco Department of Public Health (SFDPH) is to protect and promote health and wellbeing for all in San Francisco. SFDPH strives to achieve its mission through the work of two main divisions – the San Francisco Health Network and the Population Health Division.



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The San Francisco Health Network is a community of top-rated clinics, hospitals and programs that serves more than 100,000 people annually at sites such as Castro Mission, Chinatown, and Southeast health centers, Zuckerberg San Francisco General and Laguna Honda Hospital and Rehabilitation Center. With a broad community focus, the goal of the Population Health Division is to ensure that San Franciscans have optimal health and wellness at every stage of life. To achieve this, the division is comprised of branches dedicated to core public health services, such as health protection and promotion, disease and injury prevention, disaster preparedness and response, and environmental health services.

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