



July 13, 2018

Dear [REDACTED]

It is with deep regret that we are writing to you today with important information about an incident at the University Hospitals Fertility Center that impacts your care. As you may already be aware, on March 4, 2018, the Fertility Center discovered that a liquid nitrogen storage tank used for storing eggs and embryos had experienced an unexpected temperature fluctuation. After learning of the incident, we took immediate action to inform and provide support to our patients. Through careful review of our records, UH only recently became aware that embryos donated to you were in the affected tank at the time of the incident. The details of the incident and UH's ongoing investigation are described in the enclosed letters. We sincerely apologize that these communications did not reach you sooner.

We understand you may have questions about the incident and the options available to you going forward. If you would like to schedule a phone call with a UH Fertility Center physician, please call our dedicated patient line at 216-286-9740, which is available weekdays 7 a.m. – 8:30 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Goldfarb', written over a horizontal line.

Dr. James Goldfarb
Division Chief, Reproductive
Endocrinology and Infertility
University Hospitals Cleveland Medical Center

Enclosures