

Important Notice: Beware of Impersonation Scams

The University of Chicago Medicine has become aware that individuals may be impersonating patients or representatives associated with our Pancreas & Islet Transplant program on social media or other online platforms.

UChicago Medicine will never ask patients to pay individuals through social media, personal messaging apps, **personal email accounts**, or unofficial channels to obtain an evaluation, consultation, participation in a clinical trial, or transplant services.

If you are interested in learning about our Pancreas & Islet Transplant program or clinical trials, please contact our team directly by email Isletcelltx@bsd.uchicago.edu. **Do not rely on communications through social media accounts, personal email addresses**, or third parties claiming to facilitate access to our program.

Do not send money or provide personal information to anyone claiming to represent UChicago Medicine or our transplant program through unofficial channels. Instead, contact Isletcelltx@bsd.uchicago.edu to verify the communication.

If you have already sent money or shared personal information, you may also wish to contact your financial institution and report the account to the social media platform where the communication occurred. To report a consumer scam, you may contact the Illinois Attorney General's Consumer Protection Division at 1-800-386-5438 or the Spanish-language hotline at 1-866-310-8398.

Access Center Q&A: Fraudulent/Impersonation Scams

Q: I was contacted through social media (Instagram, Facebook, WhatsApp, etc.) by someone who said they could help me get an appointment or transplant at UChicago Medicine. Is this legitimate?

A: Thank you for contacting us. UChicago Medicine does not use social media accounts, **personal email addresses (gmail, yahoo, hotmail etc)**, or third parties to arrange appointments, evaluations, participation in clinical trials or transplant services. If someone contacted you through social media **or a personal email account** claiming they could facilitate access to our program or requested payment, do not send money or personal information.

Q: Someone asked me to pay money to be evaluated for or receive an islet transplant. Is that part of your process?

A: No. UChicago Medicine does not authorize individuals or third parties to collect payments on our behalf to obtain an evaluation, participate in a clinical trial or receive transplant services. If someone has requested payment through unofficial channels, it is not part of our process.

Q: How does UChicago Medicine normally communicate with patients who are interested in the pancreatic islet transplant program?

A: Our team communicates directly with patients using official UChicago Medicine contact information. We do not ask patients to send payments through social media, personal email accounts, messaging apps, or personal payment platforms.

Q: How do I know if someone contacting me is really from UChicago Medicine?

A: If you're unsure whether a communication is legitimate, please contact our program directly by Isletcelltx@bsd.uchicago.edu before responding or providing any personal or financial information. We're happy to help verify whether a communication came from our team.

Q: Can someone outside of UChicago Medicine help me get into your transplant program or a clinical trial?

A: No. UChicago Medicine does not authorize patients, third parties, or outside representatives to arrange access to our transplant program or clinical trials on our behalf.

Q: I already sent money or shared personal information with someone claiming to represent UChicago Medicine. What should I do?

A: I'm sorry to hear that. We recommend that you stop communicating with that individual. Please email Isletcelltx@bsd.uchicago.edu directly so we can ensure you have accurate information about our services, or I can facilitate this for you.

You may also wish to contact your financial institution and report the account to the social media platform where the communication occurred. To report a consumer scam, you may contact the Illinois Attorney General's Consumer Protection Division at 1-800-386-5438 or the Spanish-language hotline at 1-866-310-8398.

Q: Is UChicago Medicine investigating this situation?

A: We are aware of reports involving individuals falsely claiming to represent UChicago Medicine or our Pancreas & Islet Transplant program. To protect patient privacy and the integrity of any review, we cannot comment further.

Q: Has UChicago Medicine been hacked or experienced a data breach?

A: At this time, we have no information indicating that UChicago Medicine systems have been compromised. The reports involve individuals impersonating others through unofficial channels.

Q: How can I contact the Pancreas & Islet Transplant program?

A: Please email Isletcelltx@bsd.uchicago.edu. We encourage patients to use only the contact information published on our website when seeking information about our programs or services.