

December 4, 2024

FEDERAL EXPRESS # 2827 4903 6279

Dear Ms. XXXXX,

I am writing to provide formal notice to you of the disclosure of your protected health information. It was recently discovered that on XXXXXXXX a request was made for a referral on your behalf to a specialist. The request was faxed to a number that was incorrect. The fax number belonged to a local bank. An employee of that local branch of the bank notified us they received it and shredded it. We are confident there is no risk that your information was used inappropriately, but we understand you likely have concerns. The fax number has been corrected and safeguards have been applied to prevent this from happening to anyone again.

The referral documents contained the symptoms you were experiencing, test results, your doctor's findings, and the plan for you to see a provider specializing in the condition you were experiencing,

A list of all the data elements about you from the referral pages is noted here:

- Full Name
- Date of Birth
- Medical Record number
- Insurance Plan name and number
- Address, phone number and email address
- A list of your medical problems
- A list of your current medications

Our toll-free number, should you want to pursue a one-year LifeLock subscription or have any questions is 1-800-892-9205. This incident, without using your name, has been reported to the Office for Civil Rights in keeping with applicable federal requirements, to the Massachusetts Attorney General's Office of Consumer Protection and to the Massachusetts Director of the Office of Consumer Affairs and Business Regulation, all in keeping with applicable state reporting requirements.

I apologize to you on behalf of the Medical Affiliates of Cape Cod for the incident. We take our compliance obligations very seriously and continuously strive to make sure that our employees are doing their best to safeguard protected health information from any form of improper disclosure.

Should you have any follow-up questions or concerns, please feel free to contact at your convenience using the information on page one of this letter.

Sincerely,

Lynn H. Shields, RN, BSN, MBA
Cape Cod Healthcare Compliance Officer