

November 6, 2024

Dear

I am contacting you on behalf of Spaulding Rehabilitation Hospital (SRH), a member of Mass General Brigham, to notify you of a recent issue concerning some of your protected health information.

On October 25, 2024, we became aware that we were unable to locate your paper chart. This is a chart kept during a hospital admission and contains information about the current hospitalization. The information involved may have included your name, date of birth, medical record number, medications, diagnosis, lab results, and other medical treatment information.

This incident did not involve your Social Security Number, financial account numbers, or credit card numbers. Although we believe it is most likely that the chart was inadvertently disposed of by an employee and not lost outside of the hospital, we are reporting this issue out of an abundance of caution. We are enclosing with this letter a list of various steps that you can take to protect against potential misuse of your protected health information.

SRH is fully committed to protecting the information that you have entrusted to us and regrets this incident. SRH has taken appropriate steps to prevent incidents like this from occurring in the future. Additionally we continue to improve the safeguards in place to protect patient information and promote training, education, and accountability of our workforce.

If you have any questions about the incident, please feel free to contact the Mass General Brigham Privacy Office at 617-726-1300 from 8:30 a.m. to 5:00 p.m. Eastern Time Monday through Friday or at MassGeneralBrighamPrivacyOffice@mgb.org. Please reference AV-INC-6434 when you call.

We take the privacy and security of your data seriously. We regret any concern or inconvenience this incident may cause and hope the information provided in this letter will be helpful to you.

Sincerely,

Mallory Getman

Mallory Getman
Privacy Manager
Mass General Brigham

STEPS YOU CAN TAKE TO PROTECT YOUR PROTECTED HEALTH INFORMATION

Review Your Account Statements. Carefully review statements sent to you from Mass General Brigham as well as from your insurance company to ensure that all of your account activity is valid. Report any questionable charges promptly to the Mass General Brigham Billing Office at the phone number listed on the statement, or for insurance statements, to your insurance company.

Provide any updated personal information to your health care provider. Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems, and address them quickly should there be any discrepancies.

Consult the Federal Trade Commission. For more guidance on general steps you can take to protect your information, you also can contact the Federal Trade Commission:

Website: <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>

Postal Address: Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Telephone: (202) 326-2222