The Psychiatry and Holistic Health Center
200 Cordwainer Drive #304 Norwell MA 02061
Phone: (781) 546-2968
Fax: (339) 788-9431
Website: www.PHHCenter.com

October 7, 2026

NOTICE REGARDING PRIVACY OF YOUR HEALTH INFORMATION

Dear Patient:

Psychiatry & Holistic Health Center ("PHHC") is writing to notify you of an incident involving protected health information maintained in connection with your care.

WHAT HAPPENED

On October 7, 2026, PHHC discovered unauthorized activity involving a staff user account within TherapyNotes, our electronic health record and practice management system. PHHC immediately began investigating the activity and reviewing relevant account and payment-processing records.

WHAT INFORMATION WAS INVOLVED

Our investigation determined that information associated with your patient record was involved. The information may have included your name and information associated with your billing, payment, insurance, and/or health care record.

At this time, our investigation has not identified Social Security numbers as information involved in this incident.

Our review also identified unauthorized payment transactions involving the payment card associated with your account totaling $[AMOUNT]. We recommend that you contact your card issuer or financial institution immediately, advise them that the transactions were unauthorized, and follow their instructions for disputing the transactions and protecting your account.]

WHAT WE ARE DOING

Upon discovering the incident, PHHC initiated an internal investigation and contacted TherapyNotes regarding the unauthorized account activity.

PHHC reviewed and preserved relevant system and payment-processing records, required staff password changes, and has taken additional steps to strengthen account security, including implementation of two-factor authentication.

We are continuing to review the incident and will provide additional information if our investigation identifies information that materially changes what we are reporting to you.

WHAT YOU CAN DO

We encourage you to review your financial account and payment-card statements and promptly report any transactions you do not recognize to your bank or card issuer.

You should also remain alert for suspicious communications or requests for personal, financial, insurance, or health information.

FOR MORE INFORMATION

We regret any concern or inconvenience this incident may cause. PHHC takes the privacy and security of our patients' information seriously and has taken steps to address the incident and strengthen our safeguards.

If you have questions regarding this notice, please contact:

Aisha King
Privacy and Security Officer
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200 Cordwainer Drive, Suite 304
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(781) 546-2968
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Sincerely,

Psychiatry & Holistic Health Center