THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF VETERANS' SERVICES
Veterans Home at Chelsea
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Executive Director

October 8, 2026

Resident
Chelsea Veterans Home
100 Summit Avenue
Chelsea, MA 02150

Notification Regarding Your Protected Health Information

Dear Resident,

We are writing to inform you about an incident involving your protected health information (PHI), as required by the Health Insurance Portability and Accountability Act (HIPAA) and Massachusetts privacy laws.

On or around September 4, 2026, we discovered that there was an unintentional disclosure of your PHI in conjunction with the preparation for your move into the facility to unauthorized staff. The information involved may have included your name, address, telephone number, email address, date of birth, medical history, diagnoses, medications, and treatment plan. We have taken immediate steps to address this situation, including recalling the email in question, re-educating staff, and notifying necessary state and federal agencies.

Your Rights and Next Steps:

- You have the right to request a copy of your medical records
- You may place a fraud alert or credit freeze with the credit bureaus if financial information was involved
- You can contact us at (617) 963-4007 for more details or assistance

We deeply regret any inconvenience or concern this may cause. Protecting your privacy is our highest priority, and we are committed to preventing future incidents.

Regards,

/s/ Kathryn Waters

Kathryn Waters
Healthcare Counsel
Veterans Home at Chelsea