

14359



December 28, 2018

Dear Mr.

Northeast Rehabilitation Hospital Network takes the Privacy and Security of our patient information seriously and takes steps to ensure the confidentiality of that information. For that reason it is important that we notify you of the following.

On November 20, 2018, a copy of the receipt for your co-pay that was meant to be provided to our Business Office was mistakenly given to a patient. The co-pay slip was in an unmarked envelope and the envelope was thought to be empty when information for another patient was placed in the envelope and handed to the patient. The co-pay slip was returned to the _____ Clinic in _____ MA. I have included a copy of the receipt.

The co-pay slip contained the following information:

- Patient Name
- Office/Clinic Visit date
- Clinic name and address
- Account number
- Last 4 digits of your credit card number
- Amount of co-pay
- Approval information from the credit card company

Consistent with our data privacy and security policies, we are taking steps to remind all employees about their responsibilities in protecting patient information that is collected during the course of business.

We treat all sensitive patient information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent similar situations from occurring.

We are sorry this incident occurred and have taken action internally to prevent this type of occurrence in the future. Should you have any questions please do not hesitate to call me at 603.681.3045

Sincerely,

Maura Gallant
Director of HIM / Privacy Officer

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