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NORTH SHORE  
MEDICAL CENTER

SALEM HOSPITAL

June 28, 2019

81 Highland Avenue  
Salem, Massachusetts 01970  
Tel: 978-354-4258  
nsmc.partners.org

To the Estate of [REDACTED]

Dear Estate of [REDACTED]

Partners HealthCare System, Inc. and its affiliated institutions and hospitals, including Brigham and Women's Hospital, Brigham and Women's Faulkner Hospital, Massachusetts General Hospital, North Shore Medical Center, Partners Continuing Care, and Newton-Wellesley Hospital ("Partners HealthCare"), are committed to protecting the security and confidentiality of our patients' information.

Regrettably, we are writing to inform you about an incident involving some of that information. Our regret is compounded by the fact that we know you lost your loved one, which may make this information more difficult to receive.

On April 8, 2019, North Shore Medical Center learned that a North Shore Health System employee inappropriately accessed the electronic medical record of [REDACTED]. The electronic medical record accessed contained demographics, recent visits as well as social security number. To date, we have no knowledge that any of the information has been used improperly. As a Massachusetts resident, you have the following rights:


- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft
- Right to request that the credit bureaus place a security freeze on your file. Please refer to the enclosed information sheet for instructions on placing a security freeze on your credit report and additional steps you can take to further reduce any potential risk to you.

Additionally, we are offering you 24 months of free of credit monitoring and other services through Experian's IdentityWorks<sup>SM</sup>. More information on these Experian services, including instructions on how to activate the credit monitoring, is enclosed with this letter.

We sincerely regret any concern this may cause. North Shore Medical Center takes the privacy and security of our patients' information very seriously. We want to assure you that this matter was appropriately addressed to help prevent something like this from happening again and we continue to improve safeguards in place to protect your information, and promote training and education of our employees.

If you have any questions regarding this incident, please feel free to contact me at 978-354-4254 during the hours of 8:00 a.m. to 4:30 p.m. Monday through Friday or by email at NSMCPPrivacyOffice@partners.org.

Sincerely,



David R. Hansen, RHIA  
Director of Health Information Management and Privacy Officer

**Enclosures:    Steps you can take to protect your identity  
                      Details on Experian IdentityWorks<sup>SM</sup>, including steps to activate the credit monitoring**