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NEWTON-WELLESLEY HOSPITAL

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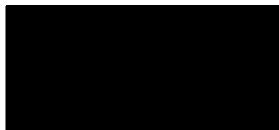
2014 Washington Street
Newton, Massachusetts 02462
(617) 243 6000
www.nwh.org

OFFICE OF CONSUMER AFFAIRS

November 18, 2019

- November 13, 2019 Mailed letter below to the NWH Patient involved in Multi site Breach
- November 14, 2019 Electronically reported Breach to Health & Human Services
- November 15, 2019 Mailed letter to the Attorney General's Office
- November 18, 2019 Mailed letter to Director of consumer Affairs & Business Regulations

Office of the Consumer Affairs and Business Regulations
 501 Boylston Street
 Suite 5100
 Boston, Ma 02116



Dear [REDACTED],

Pursuant to M.G.L. c. 93H, we are writing to notify you of a data security incident involving your Newton – Wellesley Hospital electronic medical record data.

Newton–Wellesley Hospital (NWH), a member of Partners HealthCare, is committed to protecting the security and confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident involving some of your information and apologize for any concern this may cause.

Private physicians practices are provided access to the Partners HealthCare electronic medical records to promote healthcare decision-making for our shared patients. On October 11, 2019, we learned that a private physicians practice's staff member with approved access to Partners HealthCare's electronic medical records system inappropriately accessed your demographic information (including your name, address, telephone numbers, appointment dates, and social security number). Once we learned about the access, we took steps to deactivate the individual's access to the electronic medical records system.

RP

To date, we have no knowledge that any of your 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 credit bureaus place a security freeze on your credit report & additional steps you can take to further reduce any potential risk to you.

Additionally, we are offering you 24 months of free credit monitoring and other services through Experian's IdentityWorks. 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. Partners HealthCare and Newton-Wellesley Hospital take 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 from this happening again, we continue to improve safeguards in place to protect your information and promote training and education of our employees and providers who access our clinical information systems.

If you have any questions or concerns regarding this matter, please call the Newton-Wellesley Hospital Privacy Office at 617-243-6592 from 8:00 am through 4:30 pm Monday-Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry A. Wilson", with a long horizontal flourish extending to the right.

Terry A. Wilson, Privacy Specialist

- Engagement # DB16386

(2)

EXPERIAN INFORMATION:

Breach Details

Client Name:	Partners Healthcare System, Inc
Product:	Experian IdentityWorks - Adult -Credit3B
Length of Service:	2 years
Enrollment URL	https://www.experianworks.com/3bcredit
Engagement Number:	██████████
Number of Activation Codes Issued:	(01)
Enrollment End Date:	02/29/2020



Toll – free number for enrollments/questions is 877-890-9332.

STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

Security Freeze. A security freeze prohibits a credit bureau from releasing any information from your credit report without your written consent. Please be aware, however, that placing a security freeze on your credit report may delay or prevent the timely approval of any requests you make for new loans, credit, mortgages, or other services. To place a security freeze on your file, you must send a written request to each of the three credit bureaus by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
Fraud Victim Assistance
P. O. Box 2000
Chester, PA 19016

When requesting a security freeze, you will need to provide the following information: (1) your full name; (2) your social security number; (3) your date of birth; (4) if you have moved in the past five years, the addresses where you have lived during that period; (5) proof of your current address, such as a current utility or telephone bill; and (6) a legible copy of your government-issued identification card, such as a state driver's license, state ID card, or military ID card. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, the credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. You will need to include payment by check, money order, or major credit card. Do not send cash through the mail.

The credit reporting agencies have three business days after receiving your request to place a security freeze on your credit report. The credit bureaus also must send written confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both, that you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report to be available. The credit reporting agencies have three business days after receiving your request to lift the security freeze for those specific entities or individuals or for the specified period of time.

To remove the security freeze completely, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three business days after receiving your request to remove the security freeze.

Review Your Account Statements. Carefully review your bank, credit card, and other account statements every month to ensure that all of your account activity is valid. Report any questionable

charges promptly and in writing to the card or account issuer.

Check Your Credit Report. Check your credit report to ensure that all of your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, contact the relevant credit bureau promptly at the telephone number listed on the report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two.

For Fraud Alerts, the credit bureaus can be reached at:

Equifax
P.O. Box 740241
Atlanta, GA 30374
800-525-6285
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 20000
Chester, PA 19016
888-909-8872
www.transunion.com

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at www.ftc.gov/idtheft, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.