

16899

11/12/2019

Dear ,

We are sending this letter to you as part of the Caring Health Center's commitment to patient privacy. In accordance with 45 CFR Parts 160 and 164, this letter is to notify you of a recent occurrence that resulted in a breach of Protected Health Information (PHI). We take patient privacy and data very seriously, and it is important to us that you are made fully aware.

Description of events: Caring Health Center's cleaning contractor inadvertently disposed of a stack of documents that included patient health information for 298 patients in the dumpster. The dumpster was then emptied at the landfill. The list of documents in the stack is referenced below. One or more of these documents belonged to you as a patient and may have included personal information, such as your name, address, date of birth, social security number.

List of Information Breached		
Medical supply orders	Prescription forms	Masshealth information
A better life orders	Baystate Emergency Room records	Physician orders/Provider MD Summary (containing mental health diagnosis)
Glucose logs	Baystate reference lab report	Department of Transitional Assistance Forms (containing social security number and date of birth)
Immunization records	Nepa lab reports	Social Security Release of Information forms (including social security numbers)
Pediatric checklist/questionnaires	Mercy neuro lab reports	

Actions Taken: We take privacy seriously and as a result of this breach we have implemented a review of our policies and procedures and re-educating staff and business associates to prevent a repeat occurrence.

Protect yourself: To help protect your identity, we are offering free two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

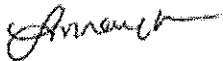
- Ensure that you **enroll by 03/31/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your **activation code:**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **1-877-890-9332** by **03/31/2020**. Be prepared to provide engagement number **DB16879** as proof of eligibility for the identity restoration services by Experian.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Caring Health Center is committed to providing quality care, including protecting your personal information.

Sincerely,



Jasmine Naylor
Privacy Officer

11/12/2019

To the Parent or Guardian of [Insert First & Last Name]:

We are sending this letter to you as part of the Caring Health Center's commitment to patient privacy. In accordance with 45 CFR Parts 160 and 164, this letter is to notify you of a recent occurrence that resulted in a breach of your minor's Protected Health Information (PHI). We take patient privacy and data very seriously, and it is important to us that you are made fully aware.

Description of events: Caring Health Center's cleaning contractor inadvertently disposed of a stack of documents that included patient health information for 298 patients in the dumpster. The dumpster was then emptied at the landfill. The list of documents in the stack is referenced below. One or more of these documents belonged to your minor as a patient and may have included personal information, such as your name, address, date of birth, social security number.

List of Information Breached		
Medical supply orders	Prescription forms	Masshealth information
A better life orders	Baystate Emergency Room records	Physician orders/Provider MD Summary (containing mental health diagnosis)
Glucose logs	Baystate reference lab report	Department of Transitional Assistance Forms (containing social security number and date of birth)
Immunization records	Nepa lab reports	Social Security Release of Information forms (including social security numbers)
Pediatric checklist/questionnaires	Mercy neuro lab reports	

Actions Taken: We take privacy seriously and as a result of this breach we have implemented a review of our policies and procedures and re-educating staff and business associates to prevent a repeat occurrence.

Protect yourself: To help protect your minor's identity, we are offering free one-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate this membership and start monitoring your minor's personal information please follow the steps below:

- Ensure that you enroll by **03/31/2020** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
- Provide your **activation code: [code]**

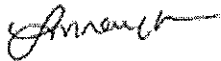
- Provide your minor's information when prompted

If you have questions about the product, need assistance with identity restoration for your minor or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **1-877-890-9332** by **03/31/2020**. Be prepared to provide engagement number **DB16880** as proof of eligibility for the identity restoration services by Experian.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Caring Health Center is committed to providing quality care, including protecting your personal information.

Sincerely,



Jasmine Naylor
Privacy Officer