

April 30, 2020

Emailed: [REDACTED] due to COVID19 Pandemic

[REDACTED]

Dear [REDACTED]:

I am extremely sorry to report that your request for an audit of the potential unauthorized access and “snooping” into your medical records at Lawrence General Hospital by a Physician Practice employee, whom you identified as [REDACTED] did uncover the breach of your protected health information by this employee and the unauthorized “snooping”. This is completely unacceptable behavior and affords the highest level of disciplinary action that we can take. Therefore, this employee has been immediately terminated from her employment at the previously named Andover Surgical Associates which is now part of the Community Medical Associates (CMA), a Physician Practice of the Lawrence General Hospital.

- An audit request requested by yourself to investigate a potential unauthorized snooping of her medical records and specifically the unauthorized access of her Lawrence General Hospital medical information by a Physician Practice employee [REDACTED], who was employed by Andover Surgical Associates, which is now owned by the Community Medical Associates (CMA) Physician Practice of the Lawrence General Hospital. Upon the processing of this audit, the computerized audit information did indeed show the unauthorized access and snooping into the medical records of this patient by the CMA employee.
- The hospital immediately conducted a full investigation, including the interviewing of this employee and the employee was terminated due to this snooping incident. We have taken an additional step, in hopes that this will make you feel more comfortable with continuing to receive your care at Lawrence General Hospital by “flagging” all your medical records within our Electronic Medical Record (EMR) as “confidential” to further protect your privacy in the future.
- Please refer to the information below which outlines how to protect your credit.

Other Optional Considerations:

To help ensure that your information is not used inappropriately, Lawrence General Hospital will cover the cost for one year for you to receive credit monitoring. To take advantage of this offer, please contact myself, the Hospital Privacy Officer at maria.palumbo@lawrencegeneral.org (during this pandemic to allow for a quick response) and this service will be set-up for you.

We also advise you to immediately take the following steps:

- Call the toll-free numbers of anyone of the three major credit bureaus (below) to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.
 - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
 - **Experian:** 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.
 - **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.
- Order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We take very seriously our role of safeguarding your personal information and using it in an appropriate manner. Lawrence General Hospital apologizes for the stress and worry this situation has caused you and is doing everything it can to rectify the situation, and we thank you for continuing to have services with us.

If you have any further questions and concerns about the attempted use of your personal information, please feel free to contact me by either email or telephone at (978) 946-8111 during normal business hours with any questions you have.

Sincerely,

Maria V. Palumbo, R.H.I.A.

Maria V. Palumbo, Privacy Officer
Lawrence General Hospital
One General Street
Lawrence, MA 01841

(978) 946-8111 Fax: (978) 946-8191 maria.palumbo@lawrencegeneral.org

CC: Alexander Laham, Chief Risk Officer