

17277

July 9, 2020

[Patient Name]

[Address]

Dear [Patient Name]:

We are sending this letter to you as part of Norwell Visiting Nurse Association and Hospice's ("NVNA") commitment to ensuring patient privacy and security. We value the privacy of our patients; it is important that we notify you of an incident involving your personal information.

On the evening of June 15, 2020, during installation NVNA's new telephone system, a telephone vendor representative mistakenly entered a wrong digit of the medical records fax number, resulting in faxes being sent outside of NVNA's system to a third party. The information contained in the medical records may have included protected health information, including diagnoses, medications, and treatments, as well as personal information, including name, address, date of birth, and medical insurance information. The information did not include social security numbers, credit card number or bank account information.

On the morning of June 16, 2020, NVNA was notified of this error and the misdirection of faxes was immediately ceased and the issue was resolved. NVNA contacted its vendor to investigate how the incident occurred and requested that the system be fixed with processes in place to prevent a future similar incident.

The third party provided verbal assurance that no one read or reviewed any of the misdirected patient files beyond the fax cover page. To further ensure the protection of your personal information, we are offering you a complimentary 18-month membership for credit monitoring services. This service helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. The service is free to you and enrollment will not hurt your credit score. Enrollment information is attached. You also have the right to obtain a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your authorization.

We deeply regret that our vendor's error resulted in this incident. We will continue to protect the privacy and security of your information. For further information and assistance, please call Suzanne Clark, Corporate Compliance Officer at 781-659-2342 or 1-800-298-6862.

Sincerely,

Renee McInnes, RN, BSN  
CEO

## **Credit Monitoring and Security Freeze**

You may contact one of the below credit monitoring/security freeze services or any other service of your choice.

### **Equifax**

Equifax ID Patrol Credit Monitoring

<https://www.equifax.com/personal/products/identity-theft-protection/>

Equifax Security Freeze

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

### **Experian**

Experian Credit Monitoring

<https://www.experian.com/consumer-products/credit-monitoring.html>

Experian Security Freeze

<https://www.experian.com/freeze/center.html>

### **TransUnion**

TransUnion Credit Monitoring Services

<https://www.transunion.com/credit-monitoring>

TransUnion Credit Freeze

<https://www.transunion.com/credit-freeze>