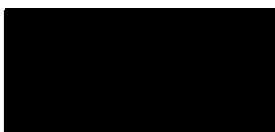




17467

ARBOUR  
COUNSELING SERVICES

July 24, 2020



Dear [REDACTED]

I am the Director of Quality Assurance and Compliance for Arbour Counseling Services and I am writing to inform you that limited protected health information (PHI) was inadvertently disclosed. On July 2, 2020, the facility first learned that some of your initial registration forms were incorrectly uploaded to the wrong location in the facility's Electronic Medical Records System (EMR). Your PHI was accessed by 2 individuals.

After learning of this incident we conducted an investigation and took action to ensure that your PHI was removed from the locations in the EMR accessible by others. We have identified areas of improvement to the facility procedures, retraining staff on privacy and the EMR, and restricting staff access to upload patient PHI to the EMR to those staff who have been properly trained. We have also been in contact with the EMR company to identify ways the EMR may be modified to better protect the privacy of patient information. Finally, corrective action will be taken with the staff that was involved in this incident.

At Arbour Counseling Services we strive to provide superior quality healthcare services for our patients. While providing this experience for our patients, we understand that there are many facets that are part of our patients' overall experience, including but not limited to our efforts to protect patient privacy. We regret that we fell short of our mission in this instance. Arbour Counseling Services is committed to protecting the privacy of our patients and we deeply regret that this incident occurred. If you have any questions please contact me by email or by phone. My contact information is listed below.

Sincerely,

Kelly C. Bauks, LMHC  
Arbour Counseling Services  
Director of Quality Assurance and Compliance  
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Worcester, MA 01602  
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(339) 221-0393