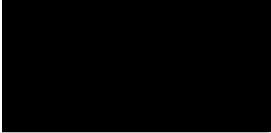


17537



ARBOUR
COUNSELING SERVICES

August 17, 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 20, 2020, the facility first learned that some of your initial release of information forms were completed on Adobe Sign were incorrectly shared. Your PHI was accessed by 1 individual.

After learning of this incident we conducted an investigation and took action to ensure that your PHI was removed from the location accessible by another. We have identified areas of improvement to the facility procedures, retraining staff on privacy and Adobe Sign, and restricting staff access to those staff who have been properly trained. 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
411 Chandler Street
Worcester, MA 01602
kelly.bauks@uhsinc.com
(339) 221-0393