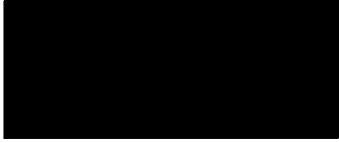


Walgreens

18364

December 8, 2020



Dear 

As you are already aware, I am writing to apologize for the disclosure of your information that occurred on November 11, 2020 at our pharmacy located at 127 Eastern Avenue #8 in Gloucester, Massachusetts. The issue occurred when, in error, a package containing your prescription was shipped to an incorrect address. The information involved included your first name, last name, address, prescription number, physician name, medication name, medication strength, medication quantity, medication description, prescriber name, prescriber address, and prescriber contact information. No credit card or banking information was involved. The incident was discovered on November 18, 2020.

We are very sorry this happened. Despite our best efforts, we were unable to recover the package containing your prescription. Please be assured that we have retrained our applicable pharmacy staff at this location to prevent future occurrences and are taking the appropriate disciplinary action with the employee involved. We appreciate and value the confidence that our pharmacy patients place in Walgreens and take care to safeguard their privacy. The last thing we want to do is compromise that trust.

We are providing the following steps that you can take as a result of this disclosure:

- **Monitor your insurance benefits.** Ask your insurer for a listing of benefits paid out under your policy
- **Check your prescription records.** If you suspect fraudulent activity, get a copy of your records from your pharmacy
- **Correct inaccurate medical records.** If you find errors in your medical files, have them corrected immediately. Federal law lets a patient correct a medical record created only by the medical provider or insurer that now maintains your information. You may need to contact all of your medical/health providers. If necessary, we will contact your insurance company on your behalf
- **File a police report.** If you suspect any fraudulent activity related to this matter, please contact your local police department

We take our obligation to protect your health information very seriously. Please contact Pharmacy Manager Cindy Le at (978) 281-2720 with any questions you may have. If you have any additional questions or concerns, you may contact the Walgreens Privacy Office toll free number at (877) 924-4472, or in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015.

Sincerely,

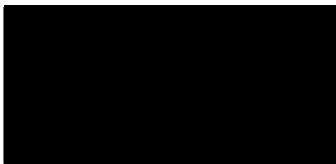
Walgreens Privacy Office

Walgreens Privacy Office

Walgreen Co.



December 8, 2020



Dear 

As you are already aware, I am writing to apologize for the disclosure of Christopher's information that occurred on November 11, 2020 at our pharmacy located at 127 Eastern Avenue #8 in Gloucester, Massachusetts. The issue occurred when, in error, a package containing Christopher's prescription was shipped to an incorrect address. The information involved included Christopher's first name, last name, address, prescription number, physician name, medication name, medication strength, medication quantity, medication description, prescriber name, prescriber address, and prescriber contact information. No credit card or banking information was involved. The incident was discovered on November 18, 2020.

We are very sorry this happened. Despite our best efforts, we were unable to recover the package containing Christopher's prescription. Please be assured that we have retrained our applicable pharmacy staff at this location to prevent future occurrences and are taking the appropriate disciplinary action with the employee involved. We appreciate and value the confidence that our pharmacy patients place in Walgreens and take care to safeguard their privacy. The last thing we want to do is compromise that trust.

We are providing the following steps that you can take as a result of this disclosure:

- **Monitor your insurance benefits.** Ask your insurer for a listing of benefits paid out under your policy
- **Check Christopher's prescription records.** If you suspect fraudulent activity, get a copy of Christopher's records from your pharmacy
- **Correct inaccurate medical records.** If you find errors in Christopher's medical files, have them corrected immediately. Federal law lets a patient correct a medical record created only by the medical provider or insurer that now maintains your information. You may need to contact all of Christopher's medical/health providers. If necessary, we will contact your insurance company on your behalf
- **File a police report.** If you suspect any fraudulent activity related to this matter, please contact your local police department

We take our obligation to protect your health information very seriously. Please contact Pharmacy Manager Cindy Le at (978) 281-2720 with any questions you may have. If you have any additional questions or concerns, you may contact the Walgreens Privacy Office toll free number at (877) 924-4472, or in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015.

Sincerely,

Walgreens Privacy Office

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