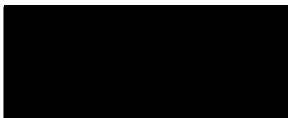


18579



ARBOUR  
COUNSELING SERVICES

January 11, 2021



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 December 14, 2020, the facility first learned that referral information was provided to an unintended recipient. 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 returned and no longer accessible. We have identified areas of improvement to the facility procedures and retraining staff on privacy. 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](mailto:kelly.bauks@uhsinc.com)  
(339) 221-0393