



Date

Via First Class Mail

Name

Address

City, State, Zip

Re: Misdirected document / Your Protected Health Information

Dear ,

The Carle Foundation ("Carle") is committed to protecting the privacy and confidentiality of our patients' information. Regrettably, we are writing to inform you about an incident involving some of that information.

On **Date of Discovery**, we became aware that **DESCRIBE INCIDENT** occurred on **date of incident**. Information potentially viewed included name, age, date of birth, medical record number, physician name, date and location of service, immunizations, medications, future appointments, and problem list. **Carle has NO reason to believe your information was disclosed outside of the organization.**

As **your** financial information was not viewed or accessed, we do not believe there is anything further you need to do to protect **yourself**. However, Illinois law requires that we provide you the following information. You may request your credit report once per year at no cost and get information about fraud alerts and security freezes. This can be done via the official Federal Trade Commission web site found at www.annualcreditreport.com or by calling 1-877-322-8228. You may also fill out a request form at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf> and mail it to Annual Credit Report Request Service P.O. Box 105281, Atlanta, GA 30348-5281. You can contact each of the major reporting agencies:

- Equifax P.O. Box 740241 Atlanta, GA 303741 Ph. 1-800-685-1111
- Experian P.O. Box 4500 Allen, TX 75013 Ph. 1-888-397-3742
- TransUnion P.O. Box 105281 Atlanta, GA 30348-5281 Ph. 1-800-916-8800

We apologize for any concern this matter may cause and want you to know that the privacy of **your** information is very important to us. Compliance, in collaboration with Human Resources, took action based on our policies and procedures, **including employee re-education, discipline, and/or termination. In an abundance of caution we will monitor access of your medical record.** We will continue to fortify our operational protections through process improvement, education and policy enforcement.

If you have questions or concerns, you may contact me directly via the phone number or email below. You may contact Carle's Compliance Alert Line at 1-888-309-1566. (Please remember to pick up your p.i.n. prior to ending the AlertLine call.)

Sincerely,

Name / Credentials

Position

Office Phone | email_address@Carle.com