

2024-765

April 18, 2024

FEDERAL EXPRESS #

Name
Address

Dear Mrs.X,

I am writing to provide formal notice to you of a disclosure of your personal financial information. On April 11, 2024 , your belongings were mistakenly given to another patient who was also being discharged at the same time. Those belongings included your check book, credit cards and an identification card. Upon request, the other patient promptly returned your belongings to the hospital. We have no reason to believe there was any wrongdoing on the part of the patient who returned the belongings, but we understand this was upsetting to you and that it should not have happened. I apologize to you on behalf of the hospital and the unit staff who made this mistake. We take our compliance obligations very seriously and continuously strive to make sure that our employees are doing their best to safeguard protected health information from any form of improper disclosure.

Our toll-free number, should you wish to pursue eighteen (18) months of LifeLock credit monitoring subscription or have any questions is 1-800-892-9205. This incident, without using your name, has been reported to the appropriate state and federal authorities in keeping with requirements to protect private information.

Should you have any follow-up questions or concerns, please feel free to contact me at your convenience using the information below.

Sincerely,

Lynn H. Shields, MBA, BSN,RN
Director of Clinical & Research Compliance
Cape Cod Healthcare