



April 10, 2024

Ms.

Dear Ms. ,

Northeast Rehabilitation Hospital Network (NRHN) takes the Privacy and Security of patient information seriously and takes steps to ensure the confidentiality of that information. For that reason, it is important that we notify you of the following:

We are writing to notify you that NRHN was notified on April 9, 2024, of a Breach of your Personal Health Information (PHI). The unauthorized party that received your information returned the paperwork to an outpatient clinic of Northeast Rehabilitation Hospital. The probability of further disclosure or it being used in an adverse manner is highly unlikely. This individual received a copy of your pre-registration information which contained the following identifiers:

- name
- address
- date of birth
- referring physician
- diagnosis
- insurance information
- hospital account number
- medical record number
- MA Health ID number
- location of clinic where you would have been treating.

Under Massachusetts law, you have the right to obtain any police report filed regarding this incident if one was filed and, in this situation, one was not filed. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any request you make for new loans. Credit mortgages, employment, housing, or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and Transunion ([www.transunion.com](http://www.transunion.com)). To place  
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a security freeze on your credit reports, you may send a written request by regular, certified, or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

**Equifax Security Freeze**

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

**Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

**TransUnion Security Freeze**

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr. Sr. II, III, etc.)
2. Social Security Number
3. Date of Birth
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five (5) years.
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
6. A legible photocopy of a government issued identification care (state driver's license or ID card, military identification, etc.)
7. Social Security Card, pay stub or W2.
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze to allow specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) the PIN number r password provided to you when you place the security freeze, as well as the identities of those entities or individuals you would like to receive your credit

report. You may also temporarily lift a security freeze for a specified person or time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between on (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified person or period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN Number or password provided to you when you placed the security freeze.

Consistent with our data privacy and security policies, we are taking steps to remind all employees about their responsibilities in protecting patient information that is collected during the course of business. We treat all sensitive patient information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedure to prevent a similar situation from occurring.

We are sorry this incident occurred and have taken action internally to prevent this type of occurrence in the future. Should you have any questions please do not hesitate to call be at (603) 681-3045.

Sincerely,

Maura Gallant  
Privacy Officer