



21639

Via U.S. Mail

June 22, 2021



Dear [REDACTED]

I am writing to make you aware of a privacy incident that could potentially impact your personal information. On April 29, 2021, a Stafford Springs mail carrier delivered loose pages of medical records to the Health Information Management office at Johnson Memorial Hospital (JMH). JMH is an affiliate of Trinity Health Of New England. The pages appear to have been part of a mailing addressed to your employer's Workers' Compensation carrier and were related to a recent injury you suffered and the related treatment.

Our investigation of the incident confirmed that the mailing was created on approximately March 9, 2021 in order to submit information to your employer's Workers' Compensation carrier. The Post Office returned two different packets of loose pages, but unfortunately not all pages have been recovered. The unaccounted pages may have included your demographic, clinical and financial information, such as your name, date of birth, address, phone number, the last four digits of your Social Security Number, medical record number, diagnoses, medications, and a copy of your driver's license. While these pages may be at the Post Office and ultimately returned to JMH, we are notifying you out of an abundance of caution.

Trinity Health Of New England takes this incident seriously and is committed to ensuring the security of our patient's information. As a result of this investigation, we have taken steps to educate our workforce on safeguards to protect patient privacy when mailing medical records. While we believe that the risk of any misuse of your information is very low, we ask that you contact us immediately should you have any indication that your patient or personal information may have been misused.

We deeply regret any inconvenience or concern this incident may have caused you. Please call or contact the Integrity & Compliance Office at (860) 714-4425 or [PrivacyOfficial@TrinityHealthOfNE.org](mailto:PrivacyOfficial@TrinityHealthOfNE.org) with any questions or concerns you may have.

Sincerely,

A handwritten signature in cursive script that reads "Carlos Brown".

Carlos Brown

Regional Vice President  
Chief Compliance & Privacy Officer

Ref: [REDACTED]