

Walgreens

21649

May 18, 2021

Dear [REDACTED]

As you are already aware, I am writing to apologize for the disclosure of your information that occurred on April 30, 2021 at our pharmacy located at 166 Walnut Street in Saugus, Massachusetts. The issue occurred when your prescription bottle and paperwork were accidentally sold to another individual in error. The information involved included your first name, last name, address, date of birth, phone number, prescription number, physician name, medication name, medication strength, medication quantity, medication description, health plan code, group number, and claim reference number. No credit card or banking information was involved. The incident was discovered on April 30, 2021 when we were notified of the error.

We are very sorry this happened. Please note that we were able to recover your prescription information from the other individual. Please be assured that we are in the process of retraining our applicable pharmacy staff at this location to prevent future occurrences and are taking the appropriate disciplinary action with the employee involved. We appreciate and value the confidence that our pharmacy patients place in Walgreens and take care to safeguard their privacy. The last thing we want to do is compromise that trust.

We are providing the following steps that you can take as a result of this disclosure:

- **Monitor your insurance benefits.** Ask your insurer for a listing of benefits paid out under your policy
- **Check your prescription records.** If you suspect fraudulent activity, get a copy of your records from your pharmacy
- **Correct inaccurate medical records.** If you find errors in your medical files, have them corrected immediately. Federal law lets a patient correct a medical record created only by the medical provider or insurer that now maintains your information. You may need to contact all of your medical/health providers. If necessary, we will contact your insurance company on your behalf
- **File a police report.** If you suspect any fraudulent activity related to this matter, please contact your local police department

We take our obligation to protect your health information very seriously. Please contact me at (781) 941-2690 with any questions you may have. If you have any additional questions or concerns, you may contact the Walgreens Privacy Office toll free number at (877) 924-4472, or in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015.

Sincerely,

Ryan Hanley
Store Manager
Walgreen Co.