



CAPE COD HEALTHCARE

Lynn H. Shields, RN, BSN, MBA

Director of Clinical and Research Compliance

March 21, 2022



Sent Via FedEx

Dear 

This letter serves as the formal notice to you of the possibility of the unauthorized access of your protected health information. Although you indicated you did not feel a letter was necessary, I decided it was best to send one. As I mentioned on our call on 3/8/2022, I don't believe the person who could see your clinical information, could see any of your demographic information, but I want to let you know about your rights just in case you decide to exercise them.

To review what occurred the employee who took your information at the Stoneman Urgent Care Center chose the wrong patient. Another gentleman discovered he was able to view your clinical information in his MyChart patient portal. He was concerned about your information, and he was also concerned because a claim was going to his insurance company. He contacted a third-party billing company we use in November 2021, but that vendor never contacted us to correct the error.

The other gentleman, still seeing your clinical information in his patient portal, contacted Cape Cod Hospital and spoke to a Patient Representative on February 18, 2022. Our team began the process to unravel the mistakes in clinical and billing records. Additionally, our Finance Department withdrew the other gentleman's insurance claim and sent a claim to your insurance company for the facility fee.

When you and I spoke, you had questions about the payments you made. The Finance Department confirmed for me that Aetna reduced the facility fee by \$38.90 and then paid \$399.17. Your balance for the facility fee was \$400, and you paid \$200 on 2/1/2022 and \$200 on 3/2/2022. You should still expect to see a claim coming for the provider fees.

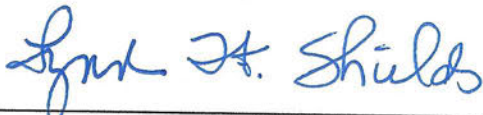
To reiterate, I don't believe the other gentleman could see any of your information, but he was told your name was very similar to his and he may know you. If you choose to, you may apply credit freezes by contacting your credit card companies or banks. You may file a police report or obtain one if one exists. No one in our organization filed a police report because there was no reason to suspect any ill will. You would be entitled to 18 months of identify monitoring if identifiers such as insurance ID numbers, social security numbers or credit card numbers had been shared.

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The incident has been reported to MA state authorities including the Massachusetts Attorney General's Office and the Massachusetts Office of Consumer Affairs and Business Regulation and the federal agency, the Office for Civil Rights, in keeping with the requirements for data breaches. None of your personal information is included in these reports.

Action was taken with the employee who made the error, so she understands the impact on others. Retraining was also done for all staff from the Urgent Care Centers about using at least two identifiers when registering patients. We are also working with our third-party billing company on a process to escalate concerns like this one. We take our compliance obligations very seriously and are sorry this happened. Please use my contact information on the bottom of page 1 of this letter if you have any lingering questions or concerns.

Thank you,



Lynn H. Shields, RN, BSN, MBA
Director of Clinical and Research Compliance