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COOLEY DICKINSON  
HEALTH CARE  
MASSACHUSETTS GENERAL HOSPITAL AFFILIATE

30 Locust St.  
Northampton, MA 01061

Tel: 413-582-2000  
cooley-dickinson.org

April 19, 2022

Dear Mr.,

**Cooley Dickinson Health Care** a member of Mass General Brigham, is committed to protecting the security and confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident involving some of that information and apologize for any concern this may cause.

On 4/19/22, we learned that a copy of your Authorization of Temporary Involuntary Hospitalization dated 12/19/20 was mislabelled, and was found by another patient in their health record. This contained your name, social security number, and your diagnosis. To date, we have no knowledge that any of your information has been used improperly. As a Massachusetts resident, you have the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft
- Right to request that the credit bureaus place a security freeze on your file. Please refer to the enclosed information sheet for instructions on placing a security freeze on your credit report and additional steps you can take to further reduce any potential risk to you.

Additionally, we are offering you 24 months of free of credit monitoring and other services through Experian's IdentityWorks<sup>SM</sup>. More information on these Experian services, including instructions on how to activate the credit monitoring, is enclosed with this letter.

We sincerely regret any concern this may cause. **Cooley Dickinson** takes the privacy and security of our patients' information very seriously. We want to assure you that this matter was appropriately addressed. To help prevent something like this from happening again, we continue to improve safeguards in place to protect your information and promote training and education of our employees.

If you have any questions, please call me.

Sincerely,

*Karen Kuhr*

Cooley Dickinson Health Care Privacy Officer, Information Security and Privacy Office  
**Mass General Brigham**  
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