



Brigham and Women's Hospital
Founding Member, Mass General Brigham
Brigham and Women's Faulkner Hospital
Health Information Management
T 617 582 5201
F 617 983 4789

January 26, 2023



Dear [REDACTED]:

Brigham and Women's Hospital (BWH), 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 January 05, 2023, we learned that the incorrect Patient Care Representative (PCR) was mistakenly linked to your Patient Gateway account on November 28, 2022. As a result, the incorrect individual was given access to your Patient Gateway account. The personal information disclosed consisted of demographics, including your full name. The clinical information disclosed included your insurance member number and insurance company name. 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.

We sincerely regret any concern this may cause. BWH 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. To that end, as of the date of this letter, corrective action has been taken in accordance with our policies to prevent future breaches. Likewise, the incorrect PCR in your Patient Gateway account has been removed.

If you have any questions about the incident, please feel free to contact us directly either by email at bwhcHIPAA@partners.org or toll free at 833-294-2020 during the hours of 8:00 a.m. to 4:00 p.m. Eastern Time Monday through Friday.

Sincerely,

Nitra Vines, MS
Brigham & Women's Hospital
Privacy Specialist

cc:

James Contrino
Brigham & Women's Hospital
HIPAA Privacy Manager

Enclosures: Steps you can take to protect your identity

Handwritten initials "NM" in blue ink.