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CONSUMER PROTECTION

February 12, 2024

Via First Class Mail

John M. Formella, Attorney General  
Department of Justice  
33 Capitol Street  
Concord, NH 03301

RE: Security Breach Notification  
Impacted: One Workforce Member

Dear Mr. Formella:

Please allow the following to serve as notice of an information security incident involving computerized data confidentiality of personal information in accordance with Chapter 359-C Right to Privacy.

On February 2, 2024, we learned that on February 1, 2024, an unauthorized user called the Mass General Brigham (MGB) staff help line for assistance, disguising as an employee and was able to gain access to an MGB workforce member's applications. The caller knew the answers to information used to validate identification.

We immediately began an investigation and determined that a security breach had taken place and that the information that may have been illegally acquired would likely be misused. The information contained the unencrypted individual's

Immediate steps were taken by our forensic team to sever any outstanding connections, review logons, review impacted data with the workforce member and implement preventative procedures as well as providing staff re-education and training.

Wentworth-Douglass Hospital, a member of Mass General Brigham provided the workforce member, New Hampshire resident in substantially the same form as the letter attached hereto, with written notification being sent on February 9, 2024.

Mass General Brigham maintains a formal written information Security and Privacy Program. To help prevent something like this happening again, we continue to enhance training and education and hold individuals accountable for their actions.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Karen O'Brien

Karen O'Brien, MBA, RHIA  
Director, Health Information Management, Privacy Officer

Wentworth-Douglass Hospital  
789 Central Ave.  
Dover, NH

February 9, 2024

Wentworth-Douglass Hospital is committed to protecting the security and confidentiality of our workforce members' information. Regrettably, we are writing to inform you of an incident involving some of your information and apologize for any concern this may cause.

The Privacy Office was notified on February 4, 2024, by the Information Security Office of an unauthorized third-party access to your Mass General Brigham applications on February 1, 2024, containing personal information (PI). An immediate investigation began, and action was taken by the Information Security Office to mitigate the unauthorized access to the accounts.

. We are enclosing with this letter a list of various steps that you can take to protect against potential misuse of your protected health information.

To help prevent incidents like this from occurring in the future, we continue to improve safeguards in place to protect our workforce members' information and promote training and education of our staff. A full investigation into this incident was conducted and action has been taken in accordance with our policies.

If you have any questions about the incident, please feel free to contact me directly either by my MGB email account or at \_\_\_\_\_ or you can call \_\_\_\_\_ during the hours of 9:00 a.m. to 5:00 p.m. Eastern Standard Time Monday through Friday.

We take the privacy and security of our workforce members' data very seriously. We deeply regret any concern or inconvenience this incident may cause and hope the information provided in this letter will be helpful to you.

We are enclosing with this letter a list of various steps that you can take to help monitor and protect against potential misuse personally identifiable information generally. To date, we have no knowledge that your information has been used improperly.

Sincerely,

*Karen O'Brien*

Karen O'Brien, RHIA, MBA  
Wentworth-Douglass Hospital  
Director, Health Information Management and Privacy Officer

Encl.cc

## **STEPS YOU CAN TAKE TO PROTECT YOUR PROTECTED HEALTH INFORMATION**

**Place a free fraud alert on your credit file.** A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. To place a fraud alert on your credit file, call or visit any one of the following three major credit bureaus website:

**Equifax**

1-888-766-0008

[www.equifax.com](http://www.equifax.com)

**Experian**

1-888-397-3742

[www.experian.com](http://www.experian.com)

**TransUnion Corp.**

1-800-680-7289

[www.transunion.com](http://www.transunion.com)

**Review Your Account Statements.** Carefully review statements sent to you from Mass General Brigham as well as from your insurance company to ensure that all your account activity is valid. Report any questionable charges promptly to the Mass General Brigham Billing Office at the phone number listed on the statement, or for insurance statements, to your insurance company.

**Provide any updated personal information to your health care provider.** Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up to date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems and address them quickly should there be any discrepancies.

**Consult the Federal Trade Commission.** For more guidance on general steps, you can take to protect your information, you also can contact the Federal Trade Commission:

Website: <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>

Postal Address: Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

Telephone: (202) 326-2222