



Health Information Management

55 Fruit Street, Austen 8-860
Boston, MA 02114
T 617 726 1098
F 617 643 4041

December 5, 2023

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Security Incident

To the Office of the Attorney General:

Massachusetts General Hospital, a member of Mass General Brigham Incorporated, is writing to notify you of a data security incident which involved the personal information of one resident of New Hampshire. A copy of the notification sent to the resident via first-class mail on November 28, 2023, is attached to this letter.

On November 2, 2023, we learned that member of our workforce inadvertently sent a consent form to the wrong patient via a secure document portal. We immediately began an investigation and determined that the consent form contained the information of one individual, which included their

Upon learning of this event, we expired the electronic consent form to prevent any additional accessing or viewing. Importantly to date, we have no knowledge that any of the information has been used improperly.

If you have any questions about the incident, please feel free to contact me at during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

Sincerely,

Mallory Getman
Privacy Manager

Enclosure: Redacted Consumer Notification Letter

NH DEPT OF JUSTICE
DEC 8 '23 PM 12:42

November 28, 2023



Dear 

Massachusetts General Hospital (MGH) 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 November 2, 2023, we learned that a workforce member inadvertently sent a consent form to the wrong patient via Engaged MD. The consent form contained your name, MRN, date of birth, the treatment procedure, the insurance name, and health insurance number. To date, we have no knowledge that any of your information has been used improperly.

We sincerely regret any concern this may cause. MGH takes the privacy and security of our patients' information very seriously. We want to assure you that this matter was appropriately addressed. We have deactivated the Engaged MD account that contains the incorrect information. 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 about the incident, please feel free to contact me at 617-643-4054 during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

Sincerely,

Mallory Getman
Privacy Manager

Enclosures: Steps you can take to protect your identity

STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com/ personal/credit-report-services/	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/help	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/ credit-help
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When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Review Your Account Statements. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.



You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at www.ftc.gov/idtheft, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.

