



August 14, 2014

Mr. Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Phone ( 603) 271-3658  
Fax: (603) 271-2110

RE: Notice of Breach

Dear Mr. Foster,

Northeast Rehabilitation Hospital Network takes the Privacy and Security of our patient information seriously and takes steps to ensure the confidentiality of that information. For that reason it is important that we notify you of the following.

A potential Breach of 2 patients' PHI was reported by a Northeast Rehabilitation Hospital Network Home Care staff on August 5, 2014. NRHN Home Care employee's, as part of their daily routine for visiting a patient, will carry medical intake/referral information with them for the scheduled patient visit. On August 5, 2014 the NRHN employee was in a public business waiting room on a personal errand and brought the paper file into the waiting room to work on while waiting for the service to be completed. The employee exited the building and realized within an hour she had left the paper file behind in the customer waiting area. The employee contacted the business and returned to retrieve the file. The file was exactly where she had left it and it appeared to have not been accessed.


The classes of data accessed included: name, address, date of birth, age, telephone number, social security number, dates of service, location of services, physician information and diagnosis.

Consistent with our data privacy and security policies, we are taking steps to remind all employees about the protection of Personal Health Information. We treat all sensitive patient information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent similar situations from occurring.

The patients' were provided a letter on April 14, 2014 regarding this incident. Despite the policies and procedures we have in place and the training we require employees to receive, including this employee, an incident did accidentally occur. The employee was counseled in accordance with NRHN's policies and procedures. Consistent with our data privacy and security policies, we are taking steps to remind all employees about their responsibilities in protecting patient information that is collected during the course of business. We treat all sensitive patient information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent similar situations from occurring.

Please feel free to contact me at (603)681-3045 with any questions you may have concerning this matter.

Sincerely,

A handwritten signature in black ink that reads "Maura Gallant". The signature is written in a cursive style with a prominent initial "M".

Maura Gallant  
Director of HIM / Privacy Officer