



STATE OF NH
DEPT OF JUSTICE
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June 6, 2016

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.

On May 17, 2016 information concerning a minor child was mistakenly faxed to an incorrect fax number. The form faxed was a Prior Authorization Request Form meant for NH Healthy Families/Physician and contained the following information on the minor child:

- Name
- Date of Birth
- Provider Name and phone number/Health Plan
- Member ID#
- Treating Facility (NRHN)
- Anticipated dates of service
- CPT Procedure Codes in number format
- ICD 10 Diagnosis Codes in number format and narrative of diagnosis
- Current and pertinent Medical History
- Therapy Evaluation findings and Treatment Plan

Attempts were made through several resources to identify the business or individual associated with the incorrect fax number to assure the information was destroyed. All attempts to identify the business or individual were unsuccessful so we are unable to assure destruction of the information at this time.

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 parent of the minor child was provided a letter of notification on June 6, 2016 regarding this incident. Despite procedures we have in place and the training we require employees to receive an incident did accidentally occur. The staff responsible for mistakenly faxing the information has been counseled and additional staff education planned. 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.

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

Sincerely,

A handwritten signature in cursive script that reads "Maura Gallant".

Maura Gallant
Director of HIM / Privacy Officer