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CONSUMER PROTECTION

September 4, 2018

Mr. Gordon McDonald
33 Capitol Street
Concord, NH 03301

RE: Notice of Breach

Dear Mr. McDonald,

Pursuant to M.G.L. Ch. 93H secs. 3 and 5, we are writing to inform you of a breach of security involving protected health information. Northeast Rehabilitation Hospital Network takes the privacy and security of our patient information seriously and takes steps to ensure the confidentiality of that information. We responded to this incident in accordance with our obligations under the Health Information Portability and Accountability Act (HIPAA).

Consistent with our obligations under HIPAA and our internal policies and procedures, we notified the patient in writing on September 4, 2018 regarding this incident.

8/23/2018, 2135 hours.

A patient at Northeast Rehabilitation Hospital had requested some paperwork from her medical record to review prior to a planned surgery. On 8/23/2018, several days after receiving the information, the patient read a few sentences of the report before noticing the information did not seem to match any of her medical information. The paperwork that had been provided to the patient was a history of the health information of a different patient with the same first name who was also a patient during the same time period. Upon noticing the mistake the patient immediately turned the paperwork over to nursing staff for destruction.

Consistent with our data privacy and security policies, we are taking steps to remind all employees about ensuring Protected Health Information is released after verification of patient identifiers and signed authorization. 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 as necessary and appropriate to prevent similar situations from occurring.

Please feel free to contact me with any questions you may have concerning this matter.

Sincerely,

Maura Gallant

Maura Gallant
Director of HIM / Privacy Officer