



September 8, 2020

Mr. Gordon J. MacDonald  
NH Attorney General  
33 Capitol Street  
Concord, NH 03301

RE: Notice of Breach

Dear Mr. MacDonald,

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 8, 2020 regarding this incident.

Date of incident: 8/25/2020

Number of patients involved: 2

An office staff member responsible for notifying a patient of upcoming appointments inadvertently sent notification of an upcoming physician appointment to the incorrect patients. The office staff member did not check the name on the document against the address on the envelopes. As a result, the notifications of the appointments for these two patients were placed in the wrong envelope. The information did not contain any financial information but did include patient name, date of birth and an internal organization ID number.

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.

STATE OF NH  
DEPT OF JUSTICE  
2020 SEP 11 AM 11:54

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

Sincerely,

A handwritten signature in cursive script that reads "Maura Gallant". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Maura Gallant  
Northeast Rehabilitation Hospital  
Director of HIM / Privacy Officer  
70 Butler Street  
Salem, NH 03079  
603.681.3045