



<<Member First Name>> <<Member Last Name>> <<Address1>> <<Address2>> <<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Subject: Security Incident

Dear << Member First Name>> << Member Last Name>>,

I am writing to inform you of an unfortunate incident that relates to your personal information. We apologize for any concern this may cause you, and are taking action to protect your privacy.

What Happened?

On June 3, 2014, we became aware that a thumb drive (also known as a USB or flash drive) containing data pertaining to X-rays provided between February 2, 2009 and May 13, 2014, was missing. This thumb drive is believed to have been taken from a staff member's locker during a burglary that occurred on June 2, 2014, at the Santa Rosa Memorial Imaging Center located at 121 Sotoyome Drive in Santa Rosa, California. The thumb drive contained information pertaining to X-rays provided at this location by both Redwood Regional Medical Group and, more recently, by Santa Rosa Memorial Hospital, which began operating the center on April 1, 2014. The thumb drive was being used by staff as a temporary back-up in preparation for migration of data from Redwood Regional Medical Group's electronic medical records system to Santa Rosa Memorial Hospital's system.

The information stored on the thumb drive, as it relates to you, was limited to: first and last name, medical record number, date of birth, gender, date and time of service, body part(s) examined, name of technologist, and data related to the amount of radiation to produce the X-ray as routinely monitored and recorded under patient safety standards. **Please note**: There was no financial information such as a Social Security number or insurance information stored on the thumb drive, nor was there any diagnostic information.

What Are We Doing To Protect You?

In addition to reporting the burglary to police, we immediately searched the building and grounds for the missing thumb drive but have been unable to locate it. Following the discovery of the missing thumb drive, we immediately conducted an inspection of the facility and determined that no other thumb drives were being used for storage of patient information. We have also conducted an Information Security Risk Assessment and re-educated staff regarding the importance of data encryption and secure storage of patient information.

Your letter is continued on the next page ...

How to Take Advantage of Your Identity Theft Protection Services

Visit ???????com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.

???.????.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

Help is only a phone call away.

Membership Number: << Member ID>>

If you have a question, need assistance, or feel you may be a victim of identity theft, **Call 1-???-????**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

We have received no indication that your personal information has been used in an unauthorized or improper manner, and because of the nature of the data stored on the thumb drive, we believe it is unlikely your identity is at risk. To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll, a global leader in risk mitigation and response, to provide identity theft protection at no cost to you for one year. Your identity theft protection services include **Credit Monitoring** and **Identity Theft Consultation and Restoration**. To activate these services, please follow the instructions contained with this letter in the section titled "How to Take Advantage of Your Identity Theft Protection Services." To receive credit monitoring, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. You may also call one of the three major credit bureaus listed below and request that a fraud alert be placed on your credit report. At that time, you may also request a copy of your credit report.

Equifax Experian TransUnion (800) 525-6285 (888) 397-3742 (800) 680-7289

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

Please call 1-???-????, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, if you have questions. Kroll's Licensed Investigators are standing by to answer your questions or help you with concerns you may have. *Please have your membership number ready*.

We deeply regret this situation and again apologize for any concern or inconvenience it may cause you.

Sincerely,

Lang I James

Sandy Hames Privacy Officer

Operations Manager, Health Information Management

Sandy.Hames@StJoe.org

1165 Montgomery Drive, Santa Rosa, CA 95405



Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Credit Monitoring** package:



Kroll employs a team of experienced licensed investigators to provide you with expert, one-on-one assistance:

Consultation: You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Restoration: Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.



Credit Monitoring: Credit monitoring can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft. You'll also receive "no activity" notices if there have been no changes to your data.

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

Kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

State Notification Requirements

All States.

You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

Equifax P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 www.equifax.com **Experian**P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion P.O. Box 2000 Chester, PA 19022 1-800-888-4213 www.transunion.com

For residents of Massachusetts.

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of Massachusetts and West Virginia.

You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address,

and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, and West Virginia.

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

For residents of lowa.

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon.

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Illinois, Maryland and North Carolina.

You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, NW Washington, DC 20580

1-877-IDTHEFT (438-4338) www.ftc.gov/bcp/edu/microsites/idtheft/

Maryland Office of

the Attorney General Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202

1-888-743-0023 www.oag.state.md.us North Carolina Office of the Attorney General Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com