

November 25, 2013

[Enter Address]

Dear [Mr or Mrs] ,

I am writing to inform you about a health information privacy matter. Kaiser Permanente was informed on September 25, 2013 that a USB Flash Drive containing your name, Medical Record Number and date of birth was missing. We're making every effort to recover it, have investigated the matter and are taking the appropriate steps to remedy the situation.

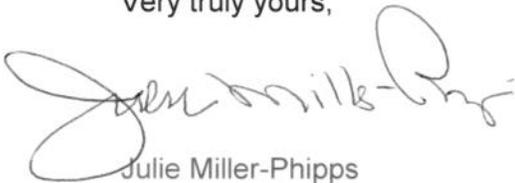
We have no reason to believe that the information is being used for fraud or other criminal activity. **Your Social Security number was NOT contained in the data.**

Kaiser Permanente respects your right to file a complaint. If you have any questions, concerns or wish to file a complaint with us, please contact us at 1-800-443-0815 (TTY 1-800-777-1370), Monday through Friday between the hours of 8 a.m. and 5 p.m.

You also have the right to contact the Department of Health and Human Services through the Office for Civil Rights at 1-800-368-1019.

On behalf of Kaiser Permanente, we offer our sincerest apology that this unfortunate incident occurred. We assure you that safeguarding your information is one of our highest priorities.

Very truly yours,



Julie Miller-Phipps
Senior Vice President, Executive Director
Kaiser Foundation Hospitals Orange County

Enclosure:
KP Notice of Privacy Practices

As described in our Notice of Privacy Practices, you have privacy rights under a Federal law that protects your health information. We must follow this law to protect your privacy rights. These rights are important for you to know. You can exercise these rights, ask questions about them, and file a complaint if you think your rights are being denied or your health information has not been protected. You may find out more about your privacy rights by reading our Notice. We are enclosing a copy for your convenience.