



---

**Compliance and Privacy Office**

---

September 27, 2013

Dear Patient,

We want to inform you that your medical information was accidentally disclosed.

**Date of Discovery**

September 16, 2013

**Breach circumstance**

On September 16, 2013, staff discovered that a laptop had been stolen from the Audiology Department over the weekend. The laptop was used for hearing screenings and was not encrypted. Your information was believed to have been on the laptop that was taken.

**Patient Information Disclosed**

Patient name, medical record number, date of birth, age, gender, date of service, and brainwaves from testing.

**Compliance Investigation**

Please be assured that Santa Clara Valley Medical Center takes the privacy of patient information seriously. The Compliance and Privacy office is performing a comprehensive investigation and has substantiated that a privacy breach occurred. The theft has also been reported to law enforcement and we will cooperate fully with all investigations.

**Corrective Actions**

SCVHHS maintains high standards for the safeguarding of protected health information (PHI) and takes all potential or actual patient privacy breaches seriously. To protect against any further breaches and to ensure that all our patients information remains private; the Compliance & Privacy Officer will speak to the department heads to ensure proper policies and procedures are being followed; will provide a training for the department; and will educate any employee who breached a patients protected health information. Further, any employee found violating these privacy standards is subject to disciplinary action as determined by Labor Relations, as per County policy.

**Contact for Questions**

If you have questions, contact the Compliance Officer at the following address and phone number below:

Lisa Pfeifer  
Acting Compliance and Privacy Officer  
2325 Enborg Lane, Suite 290  
San Jose, CA 95128  
408-885-3794  
855-888-1550  
Complianceofficer@hhs.sccgov.org

**If you are not satisfied with the results of this** privacy investigation, you may file a complaint with the Office for Civil Rights, Secretary of Health and Human Services. Such a complaint must (1) be filed in writing, either on paper or electronically, (2) name the entity that is the subject of the complaint and describe the act believed to be in violation of the applicable standards, requirements, and implementation specifications of the HIPAA privacy regulations, and (3) be filed within 180 days of when you knew or should have known that the act or omission complained of occurred, unless this limit is waived by the Secretary for good cause.

Office for Civil Rights  
U.S. Department of Health & Human Services  
90 7th Street, Suite 4-100  
San Francisco, CA 94103  
(415) 437-8310; (415) 437-8311 (TDD)  
(415) 437-8329 FAX  
<http://www.hhs.gov/ocr/>

## **Steps You Can Take To Protect Your Personal Information**

### **Protect your Personal Information**

If you feel your personal information has been compromised for any reason because of this privacy breach or to further protect your personal information, we suggest that you notify one of the three major credit bureaus. For more information on what to do, visit the Office of Privacy Protection's Web site at [www.privacy.ca.gov](http://www.privacy.ca.gov).

We apologize for any inconvenience or concern this incident may have caused you. Should you have further questions regarding this matter or need more information please do not hesitate to contact me at (408) 885-3794.

Sincerely,

Lisa Pfeifer  
Acting Compliance & Privacy Officer  
Santa Clara Valley Health & Hospital System