



RON CHAPMAN, MD, MPH
Director & State Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



EDMUND G. BROWN JR.
Governor

June 1, 2012

Name
Address
City, State, Zip Code

Dear Name:

We are writing to you because the California Department of Public Health, Licensing and Certification Program (L&C) experienced a security incident involving documents containing personal and medical information about you.

On or about May 7-8, 2012, after conducting a survey at the Bakersfield Memorial Hospital, an L&C employee mistakenly left the survey binder in an unattended vehicle. Later, the vehicle was broken into and the survey binder was stolen. As of today, the documents have not been recovered.

The information was limited to your name, date of birth, age, medications, room number, and medical record number. The document did not contain any other information, such as your Social Security number, Driver's License number, or financial account numbers which could expose you to identity theft. Nonetheless, we felt it necessary to inform you since your personal and medical information was involved.

We recommend that you regularly review any *Explanation of Benefits Statement* that you may receive from your medical insurer. If you see any service that you believe you did not receive, please contact your insurer at the telephone number on the insurance statement. If you do not receive regular *Explanation of Benefit Statements*, contact your insurance provider or plan to notify them of the incident and ask them to send such statements following the provision of services provided in your name or under your plan number.

You may also want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. You can order your reports from the three credit reporting agencies for free each year by calling toll-free at (877) 322-8228 or going to the Annual-Credit Report Web site at www.annualcreditreport.com.

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Keep a copy of this notice for your records in case of future problems with your medical records. For more information about your medical privacy rights, you may visit the website of the California Office of Privacy Protection at www.privacy.ca.gov.

Please accept our deepest apology for any inconvenience this situation may cause you. We regret that this incident occurred and want to assure you we are reviewing and revising our procedures and practices to minimize the risk of recurrence. Should you need any further information about this incident, please call Angela Scott, Office Technician at (916) 445-8683 or at the toll free number (800) 236-9747.

Sincerely,

Loriann De Martini, PharmD
Chief Pharmaceutical Consultant
Licensing and Certification Program
California Department of Public Health