

Grimaldi Center for Wellness and Aesthetics
450 4th Ave., Ste. 312
Chula Vista, CA 91910

[Patient name]
[Patient address]

Notice of Data Breach

April [____], 2020

Dear [Patient name],

We value you as a patient, and we would like to thank you for allowing us to assist you with your healthcare needs. Unfortunately, a breach of your health information occurred when a former employee accessed your electronic medical record without your authorization and potentially downloaded your information. This letter is meant to inform you of the event, what we are doing, and what you can do to protect yourself.

What Happened?

On March 11, 2020, our office was performing a routine audit when we noticed that a former employee, who quit on March 2, 2020, had accessed our electronic medical record system after she had quit. Her access was revoked on March 3, 2020. Upon discovery, the office immediately performed a thorough audit to determine what information she viewed. While we do not know if she retained your medical information, through an audit of her activity we believe she may have downloaded your medical information. The employee believed she was authorized to access your information in order to file a report with a regulatory agency. Out of an abundance of caution, we are informing you of this event.

What Information Was Involved?

While we cannot confirm with certainty what information the former employee may have viewed, we believe she may have viewed your name, date of birth, medical record number, address, telephone number, demographic information, dates of service, email address, brief description of reason for each encounter at our office, treating physicians, referring physicians, past and current diagnoses, active medications, active medical issues, social security number, emergency contact information, insurance information, examination results, consult notes, sexual history, mental health history, family history, treatment plans, and charges to date. The employee confirmed in a signed declaration that she destroyed any personal information in her possession she obtained from this incident.

What We Are Doing? As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* website at www.mytrueidentity.com and in the space referenced as “Enter Activation Code”, enter the following 12-letter Activation Code [fill in for each patient] and follow the three steps to receive your credit monitoring service online within minutes.

You can sign up for the online credit monitoring service anytime between now and July 31, 2020. Due to privacy laws, we cannot register you directly. Please note that credit monitoring service might not be available for individuals who do not have a credit file with TransUnion®, Experian® and Equifax®, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian and Equifax, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you believe you may be a victim of identity theft, please call the toll-free TransUnion Fraud Response Services hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code **697871** to speak to a TransUnion representative about your identity theft issue.

What You Can Do.

While the former employee stated that she destroyed any personal information in her possession, it is wise to monitor your credit and request a free credit report from major credit-reporting agencies, such as Equifax, Experian, or TransUnion. You may contact Equifax at 1-800-685-1111 or equifax.com; Experian at 1-888-397-3742 or experian.com; or TransUnion at 1-800-916-8800 or transunion.com. You may also request your credit report at www.AnnualCreditReport.com. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically.

For More Information.

Again, we would like to emphasize to you our sincerest apology for this occurrence. We take patient privacy and data security very seriously, and we will ensure no similar event occurs in the future. Please do not hesitate to contact us if you need any additional information or have any questions. Our address is listed above, and our phone number is (619) 420-0201.

Sincerely,

Grimaldi Center for Wellness and Aesthetics