

C/O ID Experts
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

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

May 11, 2018

NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>:

I am writing to you with important information about a recent incident at Providence Saint John's Health Center that involves your personal information. The incident occurred on or about December 8, 2017 and we became aware of this incident on December 27, 2017. We want to make you aware of what happened and what Providence is doing about it. (This letter was sent to you because you are a current or former patient, or because you are the legal guardian or representative of a current or former patient of Providence Saint John's Health Center.)

What Happened

On December 8, 2017, one of our vendors, Nuance Communications, Inc. (Nuance), a medical transcription software company,¹ experienced an unauthorized intrusion into their computer system that resulted in the theft of your personal information.

What Information Was Involved

This personal information may have included your name, age, date of birth, medical record number, patient number, medical transcription text, and date of service. Your Social Security number may also have been included.

While we strive to provide timely notification of a breach affecting your personal information, in this case, we were asked by law enforcement to delay notifying you during their criminal investigation. However, law enforcement was able to recover the breached information during their investigation. At this time, there is no evidence that there has been any use or attempted use of the information exposed in this incident.

What Nuance Is Doing

Upon discovering the intrusion, Nuance immediately took the impacted computer system offline. Nuance is working with a technology provider and law enforcement to address this issue.

¹ Medical transcription is the manual processing of voice reports dictated by physicians and other healthcare professionals into text format.

What Providence Is Doing

We have reviewed the data we provide to Nuance and have taken steps to ensure that we are only sending necessary information to them for them to provide us with transcription services.

What You Can Do

We would like to offer you free identity theft protection services through ID Experts®, the company providing data breach and recovery services, to you with MyIDCare™. MyIDCare services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed identity theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

If you have other questions related to this matter, please contact ID Experts, the data breach experts by August 11, 2018. Representatives from ID Experts have been fully versed on this incident and can answer questions or concerns you may have regarding protection of your personal information by calling 800-939-4170. ID Experts is available Monday through Friday from 6 a.m. to 5 p.m. Pacific Time.

For More Information

You will need to reference the following enrollment code below when calling or enrolling on the website, so please do not discard this letter.

Your Enrollment Code: <<Code Insert>>

Please call 800-939-4170 or go to <https://app.myidcare.com/account-creation/protect> for assistance or for any additional questions you may have.

We are sorry that this occurred. Providing you and your family medical and related services is a privilege. We try very hard to earn your trust and that includes protecting your personal information. Should you have any questions or concerns, I invite you to contact ID Experts toll-free at 800-939-4170.

Sincerely,



Marcel Loh
Chief Executive
Providence Saint John's Health Center

Notice of Nondiscrimination and Accessibility Rights

Providence Health & Services and its Affiliates² (collectively “Providence”) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Providence:

- (1) Provides free aids and services to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats).
- (2) Provides free language services to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

If you need any of the above services, please contact the appropriate Civil Rights Coordinator below. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that Providence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Providence by contacting the Civil Rights Coordinator for your state as listed below:

State/Service	Civil Rights Coordinator
Alaska	Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.AK@providence.org
California	Civil Rights Coordinator, 501 S. Buena Vista Street, Burbank, CA 91505; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.CA@providence.org
Montana	Civil Rights Coordinator, 1801 Lind Ave. SW, Renton, WA 98057; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.MT@providence.org
Washington	Civil Rights Coordinator, 101 W. 8th Ave., Spokane, WA 99204; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.WA@providence.org
Oregon	Civil Rights Coordinator, 5933 Win Sivers Dr, Suite 109, Portland, OR 97220; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.OR@providence.org
Senior Services (all states)	Civil Rights Coordinator, 2811 S. 102nd Street, Suite 220, Tukwila, WA 98168, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.pscs@providence.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, one of the above-noted Civil Rights Coordinators is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human
Services, 200 Independence Avenue SW.,
Room 509F, HHH Building, Washington, DC
20201, 1-800-368-1019, 800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

² For purposes of this notice, “Affiliates” is defined as any entity that is wholly owned or controlled by Providence Health & Services or Western HealthConnect, including but not limited to all Providence Health & Services-Washington, Providence Health & Services Alaska, Providence Medical Group, and all subsidiaries, facilities, and locations operated by those entities.

