



April 22, 2013

XX, CWW

City & County of San Francisco

415-xxx-xxxx

415-xxx-xxxx

SUBJECT: [CLIENT NAME]

I am writing to you with important information about a recent unauthorized disclosure of XX's personal health information from WestCoast Children's Clinic. We became aware on April 19, 2013 of an event occurring on April 16, 2013.

One copy of XX's confidential psychological assessment report containing [patient's] name; date of birth; current placement history; developmental and psychological treatment history; limited family history; educational history; current psychological concerns; testing data, interpretation, results, and treatment recommendations was incorrectly faxed to an unintended recipient on April 16, 2013. The error resulted from an incorrect fax number entered onto the fax cover sheet (the intended number ended in 0842, while the unintended number ended in 0843). The unintended recipient notified the sender of the information that the fax was incorrectly delivered and the unintended recipient acknowledged that the fax was shredded. The fax was then correctly delivered and receipt was confirmed.

WestCoast Children's Clinic has investigated the breach to determine how this unintentional error resulted in the release of your protected health information. We take the privacy and security of your protected health information very seriously.

We are reporting this breach to California Office of the Attorney General and we will report this breach to the United States Department of Health & Human Services. We have reviewed our existing policies and procedures and we have conducted a self-audit of our procedures to identify any vulnerability that could result in this error occurring again. We have reviewed our existing faxing procedures and have found that these practices would have prevented the error from occurring and that the employee did not fully follow the prescribed practice that includes verifying the fax number with

the intended recipient and informing the recipient that the fax was sent so that the recipient can confirm receipt of the materials.

The employee will receive disciplinary sanctions consistent with the level of privacy breach and will be re-trained in privacy practices. All of our employees will be contacted to remind them of the priorities in protecting health information.

We recommend that you immediately take the following steps:

Call the toll-free numbers of any one of the three major credit bureaus (below) to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.

Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.

Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.

TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

You may wish to order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours. Notifying the Credit Bureaus also reduces the risk of your information being used by an identity thief.

Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We sincerely regret that this unintentional disclosure of your protected health information has occurred and wish to assist you with any questions you may have. If you need additional information or wish to contact us with concerns, we are happy to speak with you. Please contact us at:

Kelley Bryan Gin, PsyD
Privacy Officer
3301 E. 12th Street, Suite 259
Oakland CA 94601
Kgin@westcoastcc.org
510-269-9042

or

Eric Kelly, MFT
Security Officer
3301 E. 12th Street, Suite 259
Oakland CA 94601
Ekelly@westcoastcc.org
510-269-9049

We take very seriously our role of safeguarding your personal information and using it in an appropriate manner. We apologize for this situation and are taking appropriate measures to prevent a reoccurrence.

Sincerely,

Kelley Bryan Gin, PsyD
Director of Clinical Services / Privacy Officer