

November 29, 2012

CLIENT CONTACT INFO

I am writing to you with important information about a recent unauthorized disclosure of your personal health information from WestCoast Children's Clinic. We became aware of this event on November 27, 2012 that occurred on November 20, 2012.

A referral document containing your name, date of birth, Social Security Number, address, and your current health concerns was unintentionally sent by email to an unauthorized recipient, a county social worker, at the Alameda County Department of Social Services, Child and Family Services Unit.

We take the privacy and security of your protected health information very seriously. We have taken the following steps:

WestCoast Children's Clinic has investigated the breach to determine how this unintentional error resulted in the release of your protected health information. We have notified the unintended recipient who has confirmed that your information was permanently deleted from that email account. We have ensured that any existing copies of this document were securely deleted on our network.

We have reported 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 are conducting a self-audit of our procedures to identify any vulnerability that could result in this error occurring again. We have changed our practices of providing referral forms to outside agencies in order to protect against another inadvertent sharing of private information. The employees involved 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 anyone 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
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or

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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