



Return Mail Processing Center

PO Box 6336

Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>, or his/her Personal Representative

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

**Re: Patient** <<Name 1>>

Dear <<Name 1>>, or his/her Personal Representative:

Ron's Pharmacy Services ("Ron's Pharmacy"), the long-term care pharmacy that fulfills you or your loved-one's long-term care pharmaceutical needs, is writing to advise you of the unauthorized access to certain limited pieces of protected health information in our possession. Although we are unaware of any actual or attempted misuse of you or your loved-one's protected health information and believe the risk of any compromise is very low, we would like to provide you with information about the event, steps taken since discovering the incident, and what you can do to better protect against potential harm resulting from this event, should you feel it is appropriate to do so.

On October 3, 2017, Ron's Pharmacy identified unusual activity in an employee email account. Ron's Pharmacy immediately changed the employee's credentials and commenced an investigation, with the assistance of third-party forensic investigators, to determine what happened. As part of this investigation, we determined that the employee's email account was subject to unauthorized access and certain emails were viewed as a result of the unauthorized individual(s) using software to crack the employee's email account password. On December 21, 2017, as part of Ron's Pharmacy's ongoing investigation, it was determined that the following information relating to you or your loved-one was accessed: your name, your internal account number at Ron's Pharmacy, prescription medication information, and payment adjustment information, which relates to credits made to your account. **Importantly, no Social Security, health insurance, or financial account information was accessed.**

Ron's Pharmacy takes the security of its patients' information very seriously. Upon learning of this event, we immediately changed the credentials to the email account and launched an extensive internal investigation, which was supported by a third-party forensic investigation firm, into the nature and scope of the incident. Ron's Pharmacy is providing additional staff training and reviewing its policies and procedures to better protect against an event like this from happening in the future. In addition to providing notice of this event to you, as required by HIPAA, Ron's Pharmacy will provide notice to the U.S. Department of Health and Human Services.

While Ron's Pharmacy is unaware of any actual or attempted misuse of any patient information as a result of this event, we nevertheless encourage you to review your Ron's Pharmacy account statements, health insurance account records, and explanation of benefits forms for suspicious activity, and report all suspicious activity to the institution that issued the record immediately.

Ron's Pharmacy realizes that you may have questions that are not addressed in this letter. Should you have any questions or concerns regarding this incident, please call the Ron's Pharmacy toll-free privacy inquiry line at **855-367-5406, Monday through Friday, 6:00 a.m. to 6:00 p.m. PST** for additional information. This inquiry line will remain open until May 2, 2018.

Ron's Pharmacy sincerely regrets any inconvenience or concern this incident has caused.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Belville', with a stylized flourish at the end.

Ron Belville  
President  
Ron's Pharmacy