



**North Hills Wellness Center**  
9119 North Haskell Avenue  
North Hills, CA 91343

**North Hollywood Center**  
6801 Coldwater Canyon Avenue  
North Hollywood, CA 91605

Patient #: (818) 763-8836  
valleycommunityhealthcare.org

Date: March 9, 2015

Dear Patient:

On February 24, 2015 we discovered that a laptop computer attached to the Electrocardiogram (EKG) machine in the General Medicine department was missing. After searching the premises, the incident was reported to the North Hollywood Police Department (Report # 150224003504) that same day.

We are informing you of this incident because you received an EKG test, and your name and date of birth were entered into the medical record database on the computer. The breach does not include Social Security numbers, Driver's License/California Identification Card numbers or any financial account information. Although access to information stored on the said computer is password protected, and requires user authentication, we believe it is important that you know about this security breach. Please know that we are taking all the necessary steps to prevent a similar incident from occurring again. These include IT encryption and storage of medical databases, and securing computers so that they cannot be removed.

We recommend that you regularly review the explanation of benefits statement that you receive from health insurance carrier if applicable. If you see any service that you believe you did not receive, please contact your insurance carrier at the number on the statement. If you do not receive regular explanation of benefits statements, contact your provider or plan and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Experian offers a free credit monitoring service for up to 90 days, and it will report any suspicious activity to Equifax and Transunion during the course of monitoring. You can order your reports from the three credit reporting agencies for free each year by calling 1-877-322-8228 or going to [www.annualcreditreport.com](http://www.annualcreditreport.com) or you can order them individually from the three credit reporting agencies listed below:

Experian 1-888-397-3742 [www.experian.com](http://www.experian.com)

Equifax 1-800-525-6285 [www.equifax.com](http://www.equifax.com)

TransUnion 1-800-680-7289 [www.transunion.com](http://www.transunion.com)

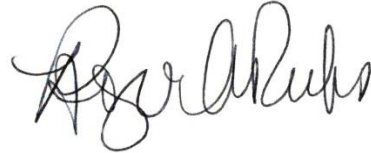
Keep a copy of this notice for your records in case of future problems with your medical records. For information on your medical privacy rights, we suggest that you visit the web site of the California Office of Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov).

We apologize for any inconvenience this incident may have caused. If you have questions or need further information, please contact our Human Resource department at 818.301.6370.

Sincerely,

A handwritten signature in blue ink that reads "Paula Wilson". The signature is written in a cursive style with a large initial 'P'.

Paula Wilson  
President/CEO

A handwritten signature in blue ink that reads "Roger A. Peeks". The signature is written in a cursive style with a large initial 'R'.

Roger A. Peeks, MD  
Chief Medical Officer