

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>>

<<Date>> (Format: Month Day, Year)

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<ZipCode>>

Re: Notification Regarding Your Personal Health Information

Dear <<MemberFirstName>> <<MemberLastName>>,

NYC Health + Hospitals, which operates NYC Health + Hospitals/Coney Island (“Coney Island”), values the importance of protecting the confidentiality of our patients’ medical records. Therefore, we regret to inform you of an incident that may have resulted in the unauthorized access of some of your protected health information (“PHI”). NYC Health + Hospitals is not aware that your personal information has been further improperly disclosed or inappropriately used in any way. Nevertheless, we are required by federal regulation to provide you with written notification regarding this information breach.¹

Incident Description

This incident was discovered on March 10, 2017, and took place over a period of three months beginning in December 2016 and March 2017. The incident involved a volunteer who began working in the Phlebotomy department at Coney Island without appropriately being processed through Coney Island’s Human Resources Department. Nonetheless, a supervisor within the Phlebotomy department improperly arranged, under her supervision, for the volunteer to complete certain tasks within the department. These tasks involved, without limitation, logging patient names in a log book, cleaning up storage department areas, and transporting specimens within the Coney Island facility. In completing some of these tasks, the volunteer was permitted access to patient PHI such as name, medical record number, and date of birth when logging patient information into a log book and transporting specimens. However, because the volunteer was not appropriately processed by Coney Island’s Human Resources Department, she was not authorized to access patient PHI.

What We Have Done In Response to the Breach

The privacy and confidentiality of our patients is of the utmost importance to NYC Health + Hospitals. In response to this incident, I have reminded management of their responsibility to ensure that all volunteers are processed through our Human Resources Department.

In addition, we set up a toll-free call center, which will be operated by Kroll Information Assurance, LLC (“Kroll”), to answer any concerns or questions you may have about this incident. We encourage you to call us at 1-877-451-9365. Monday through Friday from 9:00 a.m. to 6:00 p.m. Eastern Time with any questions related to this breach. Your Membership Number is: <<Member ID>>. Please have your membership number ready when you call.

What You Can Do

Among the steps you may wish to take to protect yourself from possible adverse consequences of this incident:

- *Request access to your medical record and, if appropriate, file a request to amend your record.* You may wish to review your medical record to determine whether your information has been compromised. Depending on your review, you may file a request to amend your record to correct any information that you believe does not appropriately apply to your medical record.

¹ HIPAA Privacy Rule, 45 CFR § 164.401 et seq. “HIPAA” stands for the Health Insurance Portability and Accountability Act of 1996, which was amended by the American Recovery and Reinvestment Act of 2009.

To review your medical record, please file a HIPAA Request to Access form (HHC 2426) with Health Information Management ("HIM") at Coney Island. After your review, if you want to make an amendment, file a HIPAA Request for Amendment form (HHC 2415) with HIM.

We at NYC Health + Hospitals take our role of safeguarding your personal information and using it in an appropriate manner very seriously. Once discovered, the volunteer was not permitted to access the Coney Island facility. The supervisor who permitted the volunteer to perform the tasks mentioned above was initially suspended but has since resigned from service. NYC Health + Hospitals apologizes for the concern this incident may have caused and assures you that we are doing everything we can to make sure an incident of this nature does not reoccur.

For any questions you may have concerning this incident you may contact Jean Conseillant, the Coney Island Privacy Officer, at 718-616-4218, or the Corporate Privacy and Security Office, toll free, at 888-91-HIPAA (888-914-4722) or by email at CPO@nychhc.org.

Sincerely,



Anthony Rajkumar
Chief Executive Officer
NYC Health + Hospitals/Coney Island