

## FICTIONAL LABORATORIES, INC.

April 18, 2017

Via Certified Mail

Mr. John Q. Patient  
123 Main Street  
Nowhere, ST 99999

Re: Notice of Privacy Breach Affecting Your Personal Medical Records

Dear Mr. Patient:

Please be advised that on [date breach discovered], Fictional Laboratories (Labs) employees discovered that a data security breach occurred that may affect the privacy of your protected health information. The purpose of the letter is to offer our apologies and to describe the breach, its potential impact on you and the steps you can take to minimize the harm to your privacy.

**Brief Description of Breach:** The breach occurred on [date of breach] when [explain what happened] [example: a night-time custodial worker employed by one of our independent contractors gained unauthorized access to a database containing private test records on you and other patients of Labs.]

**PHI Involved:** As a result, of this unauthorized and unexpected intrusion, the worker was able to gain access to the medical records and protected health information of you and other patients, including [list the type of PHI involved in the breach, e.g., names, Social Security numbers, street addresses, dates of birth, test results and diagnoses.]

**Labs' Response:** On [date], [X] days after learning of the breach, Labs reported the incident to the police and began an internal investigation. Labs also plans to implement the following measures in response to the investigation's findings [describe measures taken to limit the potential privacy impact of the breach and ensure that it never happens again] [example: to limit the risk of financial damage, we are offering you and other patients affected by the breach one year's worth of credit monitoring and reporting at no cost to you. Please notify us at the below contact number if you want to accept this offer by [date]].

**Suggested Protective Measures:** So far, Labs has obtained no evidence indicating that the worker has actually used or shared the patient personal health information to which he gained unauthorized access. However, we are offering you protection in the form of the free credit monitoring service noted above. We also suggest that you call the toll-free numbers of any one of the three major credit bureaus to place a fraud alert on your credit report:

- **Equifax:** 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241;
- **Experian:** 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013;
- **TransUnion:** 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

You need only contact one of the big three agencies. Once a fraud alert is placed with one agency, the other two will receive notification and place their own alerts. The credit bureau will also explain how to obtain a free copy of your credit report that you can examine for signs of fraud. You should also continue to monitor your credit report going forward to ensure no fraud or identity theft takes place.

**Contact Information:** If you have any questions or would like further information regarding the breach, please call Labs' special toll-free number [[phone number](#)] during normal business hours. Labs has also established a section on its web site [[URL](#)] where it will post updated information and links to other sites offering information to help you protect yourself against fraud and identity theft.

**Closing Apology:** Last but certainly not least, Labs would like to apologize to you for the inconvenience and personal stress you may suffer as a result of this breach. Please be assured that we are keenly aware of our obligation to safeguard the privacy and security of the personal health information our patients entrust to us and that we have adopted strict policies and technological solutions to meet that obligation. The breach, we believe, represents an aberration, one that we are determined to learn from and prevent from ever happening again.

Sincerely yours,

[Privacy Officer/Lab Manager]