



MERCY MEDICAL CENTER REDDING
2175 Rosaline Ave.
Redding, CA 96001

December 18, 2014

Name
Address
Address

Subject: Privacy Incident

Dear _____,

At Mercy Medical Center Redding we understand that your medical information is important and personal, and we are committed to protecting it. This commitment includes notifying you if we believe that the confidentiality of your personal information may have been compromised.

On December 13, 2014 Mercy Medical Center Redding Oncology Clinic discovered that transcribed physician progress notes containing your demographic and treatment information for services provided during June – October 2014, were publically accessible on a third party website. Upon discovery the third party removed the link from their website rendering the information no longer accessible. The information disclosed included your name, medical record number, date of birth, age, date of service, diagnosis, medications, review of systems, current therapy, and treatment plan. No social security numbers or other financial information were involved. There is no indication that information has been used for any unlawful purpose. Nevertheless, in accordance to California law we are notifying you of the incident.

Although we believe that your information was not accessed inappropriately we recommend that you monitor your credit reports. We suggest that you contact any one of the three major credit bureaus and have a “fraud alert” placed on your credit file. A fraud alert lets creditors know to contact you before new accounts are opened in your name. You will also be automatically sent copies of your current credit files.

You only need to call one of the credit bureaus, but the fraud alert will be placed in all three files. The three major credit bureaus and their toll-free telephone numbers are:

- ☐ Equifax: 1-800-525-6285; www.equifax.com
- ☐ Experian: 1-888-397-3742; www.experian.com/fraud
- ☐ TransUnion: 1-800-680-7289; www.transunion.com



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When you receive your credit reports, examine them carefully. Look for accounts that you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as home address and Social Security number to make sure they are accurate. If you see anything that you do not understand, call the credit bureau at the telephone number on the report.

Even if you do not find any signs of fraud, the California Office of Privacy Protection recommends that you check your credit reports every three months for the next year.

For an official copy of your credit report visit www.annualcreditreport.com

We sincerely regret this incident occurred and are taking appropriate measures to prevent any similar incident in the future, including continuing efforts to educate staff and physicians on securing medical information. In closing, I am here to help you if you have any questions or concerns. So please feel free to contact me if there is anything Mercy Medical Center Redding can do to assist you. I may be reached directly at (530) 225-6167.

Regards,

A handwritten signature in black ink that reads "Michelle Kirby". The signature is written in a cursive, flowing style. To the right of the signature is a vertical line.

Michelle Kirby
Service Area Compliance Director
2175 Rosaline Avenue
Redding, CA 96001
Phone: 530-225-6167
Michelle.kirby@dignityhealth.org