



April 17, 2012

[First Name Last Name]
[123 Any Street]
[Any Town, XX 12345]

Dear [First Name Last Name],

I am writing to inform you about a health information privacy matter.

We have learned that on April 6, 2012, a Kaiser Permanente South San Francisco Peri-operative Department employee inadvertently sent a report containing information about a surgical procedure that is scheduled or is in the process of being scheduled for you, to a non-Kaiser Permanente email address. The report can only be read by using specialized Crystal report reading software, which is not commonly installed on personal computers.

The incident is currently under review by Kaiser Permanente. We have reached out to the owners of the email address and domain in an attempt to get confirmation that the report attached to the email was deleted and not read.

Patient Identifiable Information (PII) on the report includes your first and last name, Kaiser Permanente medical record number, type of surgery scheduled or to be scheduled in 2012, your surgeon's name, and date of planned surgery if it has been scheduled. Your Social Security Number (SSN) was not on the report. While we believe the risk is limited, there is a possibility that the information on the report could be accessed if the recipient installs Crystal report reading software. This software is not something most people have on their personal computers because it is primarily used for business purposes.

Kaiser Permanente respects your right to file a complaint. If you have any questions, concerns or wish to file a complaint with us, please contact us at 1-800-443-0815, 7 days a week from 7:00 AM to 8:00 PM (PST); (TTY 1-800-777-1370, Monday through Friday 7:00 AM – 7:00 PM, Saturday and Sunday 7:00 AM – 3:00 PM, closed holidays.) You also have the right to contact the Department of Health and Human Services through the Office for Civil Rights at 1-800-368-1019.

On behalf of Kaiser Permanente, we offer our sincerest apology that this unfortunate incident occurred. We assure you that safeguarding your information is one of our highest priorities. If you have any questions with regard to this matter, please call 1-800-443-0815, 7 days a week from 7:00 AM to 8:00 PM (PST); (TTY 1-800-777-1370, Monday through Friday 7:00 AM – 7:00 PM, Saturday and Sunday 7:00 AM – 3:00 PM, closed holidays.)

Sincerely,

Darlene J. Palewitz
Compliance & Privacy Officer

[H0524/H6050/H6052]_2801010501 (05/09/2008) M



South San Francisco Medical Center

Enclosures
KP Notice of Privacy Practices

As described in our Notice of Privacy Practices, you have privacy rights under a Federal law that protects your health information. We must follow this law to protect your privacy rights. These rights are important for you to know. You can exercise these rights, ask questions about them, and file a complaint if you think your rights are being denied or your health information has not been protected. You may find out more about your privacy rights by reading our Notice. We are enclosing a copy for your convenience.