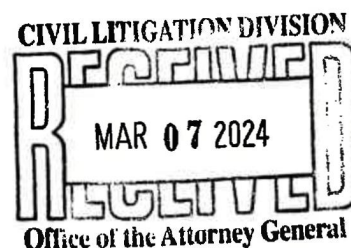


LITTLETON
REGIONAL HEALTHCARE

Anthony G. Brown
Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202



February 28, 2024,

Re: Disclosure of Protected Health Information

Dear Attorney General Brown,

I write to on behalf of Littleton Regional Healthcare (LRH), an acute care hospital located in Littleton, New Hampshire, to notify you of an incident that occurred on January 2, 2024 in which names and dates of birth of four (4) Maryland residents were inadvertently emailed outside of our facility. In light of the fact that the email was sent from our healthcare facility the recipient of the email likely understood the information to constitute "health information," as that term is used in the definition of "Personal Information" in Md. Code Ann., Com. Law § 14-3501(e). The recipient of the email promptly deleted the information and we have no reason to believe that the information that was exposed, the names and dates of birth of the four (4) Maryland residents, have been or will be misused. The information included in the email did not contain any other personal information such as social security number, medical record number, address, dates of admissions / visits, phone numbers, email address, health plan information, diagnoses or any other personal medical information. The disclosed information was not published by LRH beyond emailing it to another individual, nor was any information stolen by an unauthorized actor. In other words, no one "hacked" into LRH's systems.

Consistent with federal regulations and our Privacy and Security policies we fully investigated the incident, implemented appropriate corrective action with the involved employees, and reviewed and improved our relevant operational systems to prevent such disclosures in the future. LRH has also sent a notice directly to the individuals in Maryland consistent with the applicable Rule under HIPAA, 45 CFR §§ 164.400-414. A sample of that notice is enclosed with this letter.

If you have any questions concerning this incident, please do not hesitate to contact me.

Sincerely,

Audrey Wright

Audrey Wright, CPC, COSC, CGSC, CEDC
HIM Manager/Privacy Officer

Encl.



«First_Name» «Last Name»

Street Address

City, State Zip Code

February __, 2024,

Re: Disclosure of Protected Health Information

Dear First Name Last Name,

Littleton Regional Healthcare (LRH) takes patient privacy very seriously. I am writing to notify you that we have become aware of an incident involving your protected health information. While, to date, we have no evidence that your information has been misused, we provide you with information about the event, our response to it, and resources available to you to help protect your information and identity, should you feel it appropriate to do so.

On January 2, 2024 an unsecured email was sent to an individual that inadvertently contained two elements of your protected health information, your name and date of birth. That individual immediately reported the incident to us and deleted the email. The information included in the email **did not** contain any other personal information such as your social security number, medical record number, address, dates of admissions / visits, phone numbers, email address, health plan information, diagnoses or any other personal medical information. Your personal information was not published by LRH beyond emailing it to another individual, nor was your personal information stolen by an unauthorized actor. In other words, no one "hacked" into LRH's systems.

Consistent with federal regulations, our Privacy and Security policies mandate that we fully investigate the incident, implement appropriate corrective action with the involved employees, review and improve our relevant operational systems to prevent such disclosures in the future, and personally inform you of our error. All of these steps have been completed.

We are very sorry this occurred and sincerely regret this accidental disclosure. We consider the privacy of your medical information to be of the utmost importance, and we strive to maintain it in a secure manner. We are committed to providing quality care and protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

We have no reason to believe that this individual intends to use your information improperly. However, we prefer to err on the side of caution and encourage you to remain vigilant against incidents of identity theft and fraud. If you are concerned about the potential implications of this breach there are a number of steps you can take to avoid any adverse impact. Information on additional steps you can take to protect yourself from identity theft can be found at: <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>. Please review the information contained in the enclosed "Protecting Your Personal Information."

Again, we apologize for any inconvenience this may cause you. Please feel free to call me at TFN or visit https://response.idx.us/customending_if you have any questions.

Sincerely,

Audrey Wright

Audrey Wright, CPC, COSC, CGSC, CEDC
HIM Supervisor/Privacy Officer

Littleton Regional Healthcare

600 St. Johnsbury Road Littleton, NH 03561 t: 603.444.9000 800.464.7731 littletonregionalhealthcare.org

PROTECTING YOUR PERSONAL INFORMATION

Monitor Your Accounts

We are providing this notice to you so that you can take steps to monitor your credit activity, report any suspicious activity, and take any additional action you believe is necessary. You may consider placing a fraud alert on your credit file, reviewing credit reports for suspicious activity, and reviewing credit card and other financial account information for unauthorized activity.

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1- year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact **e a c h** of the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For California residents, Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662; and www.oag.state.md.us. Whitehall Specialties is located at 36120 Owen Street, Whitehall, WI 54773.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [#] Rhode Island residents impacted by this incident.

