



C/O ID Experts  
10300 SW Greenburg Rd Ste. 570  
Portland, OR 97223

[First Name] [Last Name]  
[Address1] [Address2]  
[City, State Zip]

9/22/2017

Dear [First Name] [Last Name],

As a result of a concern expressed by a former patient of the hospital on July 13, 2017, Our Lady of the Angels became aware of a possible compromise of the privacy and security of some of the patient medical and personal information contained in our electronic medical records system. The patient concern was that an individual employed by the Hospital may have accessed the patient's medical records improperly, that is, looked at the patient's records when the employee had no job related reason to.

Our Lady of the Angels immediately conducted an investigation. On July 25, 2017, we determined that a Patient Access Representative, who needed access to our medical records system during the ordinary course of the individual's assigned duties, had been misusing those access rights by also looking at patient records other than those required to do the individual's job. After an extensive investigation, we have determined that this individual had been inappropriately accessing records from the date we acquired the Hospital, March 17, 2014, to July 25, 2017, the date the employee's access to our electronic medical records system was terminated. We have also determined that your medical records may have been among those inappropriately accessed by the employee during this time period.

#### **What Information Was Involved**

The information contained within our medical records includes names, addresses, insurance information, phone numbers, social security numbers, dates of birth, gender, diagnosis, dates of services, places of services and certain clinical information such as orders, medications, test results and clinical abstracts.

#### **What We Are Doing**

When interviewed, the individual admitted the improper access of medical records, stating that it was done out of curiosity about people the individual knew or knew of. The individual further stated that the individual did not intend to harm anyone or misuse the information accessed. Finally, the individual denied ever copying or disclosing any information to anyone else. The individual believed that looking at records out of curiosity was ok as long as that was all that was done. The individual is no longer employed at Our Lady of the Angels.

To help prevent any incidents like this from occurring in the future, we are reviewing our policies regarding access to the electronic medical records system. We are also revising how we review our employee's use of the electronic medical records system. Finally, we will provide additional immediate education to all employees regarding the privacy and security of confidential patient information.

We deeply regret that this happened and are committed to doing the right thing. We have no evidence indicating that any individual's personally identifiable information has been accessed or utilized, but, out of an abundance of caution, Our Lady of the Angels is taking a proactive stance of informing those possibly impacted by this incident. We are also in the process of notifying the Consumer Protection Division of the Louisiana Attorney General.

In addition, we are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. ID Experts fully managed recovery services will include: 12 months of Single Bureau Credit Monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and complete access to their fraud resolution representatives. With this protection, ID Experts will work on your behalf to resolve issues if your identity is compromised.

### **What You Can Do**

We encourage you to enroll in the free services by using this redemption code [CODE] and going to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect). For enrollment support via phone, ID Experts is available Monday through Friday from 8 am - 8 pm Eastern Time. They can be reached at 855-899-2095.

### **For More Information**

If you have further questions or concerns about this incident, you can find more information on our website, [www.oloah.org](http://www.oloah.org). You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference your access code when calling or enrolling on the website, so please do not discard this letter.

**Your Enrollment Code: [CODE]**

Sincerely,

A handwritten signature in cursive script that reads "Rene Ragas".

Rene Ragas, President and CEO  
Our Lady of the Angels Hospital  
(Enclosure)

## Recommended Steps to help Protect your Information

**Please Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Therefore credit monitoring may not be applicable at this time. All other services provided in the membership will apply. No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.**

**1. Website and Enrollment.** Go to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect) and follow the instructions for enrollment using your Access Code provided above. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.

**2. Activate the credit monitoring** provided as part of your membership with ID Experts, which is paid for by Our Lady of the Angels. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, ID Experts will be able to assist you.

**3. Telephone.** Contact ID Experts at 855-899-2095 to gain additional information about the membership and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.privacy.ca.gov](http://www.privacy.ca.gov)) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.com/](http://www.ncdoj.com/), Telephone: 1-919-716-6400.

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TDD: 1-202-326-2502.