

February 21, 2024

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

I am contacting you on behalf of Massachusetts General Hospital (MGH) to notify you of a recent issue concerning your protected health information.

On December 12, 2023, we learned that a copy of one of your outside progress notes was in the incorrect record. The issue was reported to the Privacy Office; upon investigation, we learned that the document was added to the incorrect chart on August 8, 2017. The document contained your demographic and clinical information, such as your name, date of birth, diagnosis, history of illness, and care plan. The document has been removed from the wrong chart to prevent any additional exposure of your information.

This incident did not involve access to your Social Security Number, financial account numbers, or credit card numbers. Although we've taken steps to mitigate the risk to your information, we are enclosing with this letter a list of various steps that you can take to protect against potential misuse of your protected health information.

MGH is fully committed to protecting the information that you have entrusted to us and regrets this incident. MGH has taken appropriate steps to prevent incidents like this from occurring in the future. We continue to improve the safeguards in place to protect all patient's information and promote training and education to our employees.

We hope the information provided in this letter will be helpful to you. If you have any questions about the incident, please feel free to contact me at 617-643-4054 or the Privacy Office hotline at 877-644-2003 during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

Sincerely,

[REDACTED]
[REDACTED]
MGH Privacy Manager

[REDACTED]

STEPS YOU CAN TAKE TO PROTECT YOUR PROTECTED HEALTH INFORMATION

Review Your Account Statements. Carefully review statements sent to you from Mass General Brigham as well as from your insurance company to ensure that all of your account activity is valid. Report any questionable charges promptly to the Mass General Brigham Billing Office at the phone number listed on the statement, or for insurance statements, to your insurance company.

Provide any updated personal information to your health care provider. Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up to date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems and address them quickly should there be any discrepancies.

Consult the Federal Trade Commission. For more guidance on general steps you can take to protect your information, you also can contact the Federal Trade Commission:

Website: <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>

Postal Address: Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Telephone: (202) 326-2222

