

January 10, 2024

[Name]  
[Address Line 1]  
[Address Line 2]  
[City, ST Zip]

Dear [Mr./Ms. Last Name]:

I am reaching out to you on behalf of McLean Hospital to notify you of a recent incident which involves some of your personal information. There are two former McLean Hospital employees (“Two Former Employees”) involved in this incident, who had access to certain patient information while they were employed at McLean Hospital. The Two Former Employees now work at a new, third party treatment facility (“New Facility”) which McLean Hospital does not own or operate.

### **What Happened?**

On October 26, 2023, we learned that an email was allegedly sent by one of the Former Employees to a former McLean patient regarding the New Facility. We immediately conducted a review to learn more information. As part of that review, we discovered on November 16, 2023 that just before they left their jobs at McLean Hospital, the Two Former Employees accessed and used certain McLean Hospital patient information. Based on our review, we determined that some of your information was included. *The New Facility and Two Former Employees have since provided assurances to us that the information at issue was not retained and has been physically destroyed.*

The Two Former Employees did not have permission from McLean Hospital (1) to access or use such information in connection with their upcoming jobs at the New Facility; or (2) to contact some individuals regarding the New Facility’s opening or treatment resources. Additionally, the Two Former Employees’ actions were not part of their permitted job duties for McLean Hospital. While the New Facility is using a similar name to a company previously operated by McLean Hospital, McLean Hospital formally closed that company on September 30, 2023. McLean Hospital is not affiliated with the New Facility.

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

Based on our review, the Two Former Employees electronically accessed some McLean Hospital information between September 22-25, 2023 without McLean Hospital’s knowledge or permission. This information included individuals’ full name, date of birth, and demographic information (such as phone number, email address and mailing address), patient ID and medical record numbers, admission and discharge dates, social history, guarantor/emergency contacts, and diagnosis. Not all data elements were involved for all individuals. On October 23, 2023, while working at the New Facility, one of the Two Former Employees emailed a subset of individuals, announcing the New Facility and enclosing a “release” form.

*The information accessed by the Two Former Employees did not involve a Social Security Number, driver's license number, credit and debit card numbers, bank account information, health insurance information, or government payor information.*

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

We have reported our concerns to the New Facility, and the New Facility has told us that they have notified the Maine Department of Licensing of our complaint. **We have also received assurances from the New Facility and the Two Former Employees that the information at issue was not retained and has been physically destroyed.** We are fully committed to privacy and security, and we are reviewing other potential steps in response to this incident to help prevent a similar incident from happening again. The Two Former Employees left McLean Hospital's employment in late September 2023, and we will be reporting this privacy matter to the U.S. Department of Health and Human Services Office of Civil Rights.

#### **What You Can Do.**

We are enclosing with this letter a list of various steps you can take to help monitor and protect health information generally. We encourage you to remain vigilant in regularly reviewing and monitoring statements sent by health care providers and health plans.

#### **For More Information**

If you have any questions about the incident or the information involved, please feel free to contact us directly toll free at 877-304-2665 during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

We are also committed to supporting you. If you have clinical questions as a result of this incident, please call our Patient and Family Relations line at 857-282-3907, and we will call you back at no cost via the contact information you provide. If you feel you have an immediate health need, please call 9-1-1 (or your local emergency number), visit your nearest emergency room, or contact your current health care provider.

We take the privacy and security of your health information very seriously. We deeply regret any concern or inconvenience this incident may cause. Please let us know if we can provide you with further information or assistance.

Sincerely,

Gage-David R. Hansen, RHIA  
McLean Privacy Officer  
Enclosure

## **STEPS YOU CAN TAKE TO HELP PROTECT HEALTH INFORMATION**

**Review Your Account Statements.** Carefully review statements sent to you from health care providers and facilities as well as from your insurance company to ensure that all of your account activity is valid. Report any questionable charges promptly to the specific provider's 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 they 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 avoid problems and helps 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://consumer.ftc.gov/identity-theft-and-online-security/online-privacy-and-security>

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

Telephone: (202) 326-2222