

Compliance – Privacy
2001 Lind Ave SW
Renton, WA 98057

XXX
XXX
X, MT XXX

March 4, 2024

Dear Mr. XXX:

I am writing to you with important information about a recent incident at Providence Missoula Family Medical (601 W Spruce St. Suite A Missoula, MT 59802) that involves your personal information. On February 1, 2024, we became aware of this incident and immediately began an investigation. While there is no evidence that your information has been further used or disclosed inappropriately, we want to make you aware of what happened and what Providence is doing about it.

On January 29, 2024, one of our caregivers scanned your paperwork into the electronic medical record of another one of our patients. This error resulted in the other patient being able to view some of your personal information through their Providence MyChart patient portal account. We have corrected this error to ensure that both accounts are accurate. The information that was contained in the paperwork, as it relates to you, included first and last name, date of birth, address, medical record number, provider location, provider name, diagnoses, and clinical information.

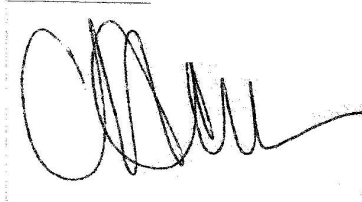
Please know that neither your Social Security number nor any other financial information was included in the disclosure.

We have taken appropriate corrective action in accordance with our policies.

We value and respect your privacy, and we sincerely apologize for this incident. Providing you and your family medical and related services is a privilege. We try very hard to earn your trust and that includes protecting your personal information.

Should you have any questions or concerns, I invite you to contact Cheryl Reeves, Privacy Manager, at 1-806-319-7903, or contact the Integrity Hotline at 1-888-294-8455.

Sincerely,

A handwritten signature in black ink, appearing to read "Cambria Haydon". The signature is enclosed in a thin black rectangular border.

Cambria Haydon
Chief Privacy Officer