



Lifespan
Delivering health with care.

Return Mail Processing
P.O. Box 50
Claysburg, PA 16625-0050

April 21, 2017



C7504-L01-0123456
SAMPLE A SAMPLE
APT ABC
123 ANY ST
ANYTOWN, US 12345-6789
COUNTRY

Dear Sample A Sample:

I am writing to inform you of an incident involving a stolen laptop that contained patient information.

To date, Lifespan has no indication that your information has been accessed or used by anyone as a result of this incident. However, as a precaution, we want to notify you regarding this incident and assure you that we take it very seriously.

Lifespan is investigating the theft of an employee's laptop from a car that was broken into on February 25, 2017. Several items were stolen, including a MacBook laptop used by the employee for work purposes. Upon discovering the theft, the employee immediately contacted law enforcement and reported the incident to Lifespan. Lifespan promptly began an investigation and changed the employee's credentials used to access Lifespan system resources out of an abundance of caution.

Lifespan's investigation determined that the MacBook was unencrypted and not password protected. The employee's work emails stored on the MacBook were potentially accessible. Our investigation has determined that the information contained in those emails may have included your name, medical record number, demographic information, including partial address information, and the names of one or more medications that were prescribed or administered to you at Lifespan. The information contained in the emails **did not** include your Social Security number or financial information, nor did it include clinical information such as diagnosis. No medical records were stored on the MacBook.

Lifespan is committed to protecting the security and confidentiality of our patients' information, and we deeply regret this incident occurred. In order to help prevent a similar incident from reoccurring, we are re-educating our employees and enhancing our policies and procedures related to the security of MacBooks.

Should you have any questions or concerns regarding this matter, please do not hesitate to call our dedicated assistance line at (877) 216-4074, Monday through Friday, 9 a.m. to 7 p.m. EST (closed on U.S. observed holidays) and provide reference number 6619040317 when calling.

Sincerely,

Thomas Igoe
Lifespan Compliance and Privacy Officer

0123456



C7504-L01