

September 6, 2017

PUBLIC NOTICE

Subject: NOTICE OF DATA BREACH

What Happened?

We regret to inform you that our practice has discovered a breach of your personal health information. We became aware of this breach on June 9, 2017. On June 8, 2017, a staff person at Fair Oaks Health Center left a box containing patient information under her desk overnight. The housekeeping staff mistook the box for recycling and put the documents in the recycling bin and not the confidential bin for shredding. We are not able to identify which specific patients had their information recycled.

What Information Was Involved?

Information likely contained the following: name, date of birth, address, phone number, Medi-Cal number, health plan name, medical record number, diagnosis/condition, reason for visit, and potentially Social Security Number.

What We Are Doing:

We regret that this incident occurred, and are reinforcing our policy that medical staff should place all documents with patient information in the confidential bin for shredding and not leave documents with patient information out overnight. A clinic site visit was conducted on June 22, 2017 to educate Fair Oaks Health Center management. All San Mateo Medical Center clinic managers, medical directors, and other assistants were notified of this breach and educated as to the policies and procedures in place on August 1, 2017.

What You Can Do:

Keep a copy of this notice for your records in case of future problems with your medical records. We also recommend that you regularly review the explanation of benefits (EOB) statement that you receive from your health insurance plan.

If you see any service that you believe you did not receive, please contact the health insurance plan at the number on the statement. If you do not receive regular explanation of benefits statements, contact your provider or plan and ask them to send such statements following the provision of services provided in your name or under your plan number.



Other Important Information:

For more information on what you can do following this breach, please see the enclosure, “Breach Help – Consumer Tips from the California Attorney General.”

For More Information:

For information about your medical privacy rights, you may visit the website of the California department of Justice, Privacy Enforcement and Protection, at www.privacy.ca.gov.

Agency Contact:

Please do not hesitate to contact Gabriela Behn, Privacy and Corporate Compliance Officer, with any questions about this incident or if you need additional information on what you should do as a result of the breach, at 1-650-573-2329.

Sincerely,

Gabriela Behn
HIPAA and Compliance Manager