

Privacy Breach Notification

Riverland Medical Center takes our patients' privacy very seriously, and it is important to us that our patients are made fully aware of a potential privacy issue.

We have discovered that a hospital employee, who was not authorized to do so, viewed electronic medical records involving services provided to patients in the Emergency Department. The information viewed included the patient's name, date of birth, visit ID number, date of service, chief complaint, diagnoses, and clinical treatment.

Riverland Medical Center became aware of the unauthorized viewing of the protected health information as a result of security audits conducted from August 30, 2019 – October 10, 2019 and immediately took action to investigate how this event occurred and to determine how to prevent a similar event in the future.

As a result of the investigation, the following actions have been or will be taken:

1. The hospital employee involved was sanctioned according to Riverland Medical Center's Sanction Policy and Procedure.
2. Riverland Medical Center provided additional education to our staff.
3. We are conducting additional security audits of employees' access to patients' protected health information.
4. We are implementing additional procedures to further limit our employees' unauthorized access to information.

We have confirmed that the protected health information that was viewed was not printed. Additionally, the electronic health information that was viewed did not contain financial or credit card information, patient contact information, insurance information, or social security numbers. We have found no evidence that the employee has kept or used any patient information. The employee's action does not appear to have been intended to be damaging; however, as a precaution, it is recommended that you monitor credit reports and financial statements for any suspicious activity.

The Federal Trade Commission has an online guide that may provide you with valuable information to protect yourself at: <https://www.ftc.gov/>.

Those affected may also want to monitor their credit report and consider a fraud alert. A fraud alert is a statement added to credit reports to alert creditors of possible fraudulent activity. It also requests that creditors contact you prior to establishing accounts in your name. To place a fraud alert on a credit report, contact any of the three credit reporting agencies and make such a request (at no cost). The contact information for the three primary credit reporting agencies is below.

Equifax	Experian	TransUnion
1-888-685-1111 http://equifax.com P.O. Box 740241 Atlanta, GA 30374	1-888-397-3742 http://experian.com 475 Anton Boulevard Costa Mesa CA 92626	1-833-395-6938 http://transunion.com P.O. Box 105281 Atlanta GA 30348-5281

We are keenly aware of how important privacy is. We sincerely apologize and regret that this situation has occurred. Riverland Medical Center is committed to providing quality care, including protecting personal information, and is reporting this event to the appropriate agencies as required by law.

We completed the mailing of letters of notification to affected patients on October 29, 2019. The Office of Civil Rights requires this substitute individual notice is provided if there are 10 or more letters returned due to out of date, insufficient, and/or incorrect contact information. The following list includes the Emergency Department dates of services for the patients whose notification letters were returned:

September 8, 2018
October 5 and 24, 2018
November 12, 23, and 30, 2018
December 19 and 24, 2018
January 7 and 28, 2019
February 3 and 14, 2019
March 16, 2019
April 16 and 19, 2019
May 9 and 18, 2019
June 12 and 15, 2019
July 6, 2019
August 19, 2019
September 3, 2019

If you visited our Emergency Department on one of these dates and did not receive a letter and you would like to verify if your information was viewed, please contact me at 318-757-6551, Ext 302 or toll free at 877-632-6511, Monday through Thursday, 7:00 a.m. to 3:00 p.m., and Friday 7:00 a.m. to 2:00 p.m. Central Standard Time.

Walton (Walt) Wilson, CHC
Chief Compliance Officer