



70 BUTLER STREET; SALEM, NEW HAMPSHIRE 03079
(603) 893-2900 FAX (603) 893-1628
www.northeastrehab.com

April 8, 2009

Richard W. Head, Esq.,
Senior Assistant Attorney General
Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301-6397

Re: N.H.R.S.A. 359-C:20 Notification of Security Breach

Dear Attorney Head:

Northeast Rehabilitation Hospital (NRH) submits this notification of security breach consistent with the statutory requirements of R.S.A. 359-C:20.

As part of NRH's services, NRH-employed therapists provide school-based and home-based therapies in the local school systems and private residences. In doing so, NRH therapists utilize laptop computers on which patient information and treatment records may be stored. On March 20, 2009, a therapist's computer case was stolen from the Fisk School parking lot in Salem, NH. The case contained a NRH laptop computer and a single piece of paper and to date, the case, laptop or papers have not been recovered.

Action taken was as follows:

- Local law enforcement was notified and a report was filed
- School officials notified
- Letters sent home to parents
- Ad placed in the local newspaper in the lost and found section.

The piece of paper in the case contained the name, address, date of birth, and social security number of one (1) patient. On March 25, 2009, that patient was notified, verbally and in writing on March 26, 2009, of the theft and advised of the information contained on the paper inside the computer case. The patient was provided payment to cover the cost of purchasing credit monitoring for one year. A copy of the redacted notification is attached.

The laptop computer contained the following information on seven (7) patients: name, date of birth, social security number, healthcare insurance information, medical diagnoses, and treatment information. This information is double password-protected and the use of software specific to Home Care (PTCT) would be needed to access the information. To access the patient information, the thief (or other third-

party) would have to hack into the computer's system or have access to the PTCT Software. Accordingly, NRH cannot determine whether any personal information on the computer has been or will be misused.

The seven individuals whose information was stored in the lap top computer were notified on April 8, 2009, of the theft and the potential for misuse of their personal information. These individuals also were provided information on contacting three (3) credit bureaus and steps to monitor their credit information. A copy of the notification sent to these individuals is attached.

If you have any questions or require further information regarding this incident, please contact Maura Gallant, Director of HIM & Risk Management, at (603) 681-3045.

Sincerely,

A handwritten signature in black ink, appearing to read "John F. Prochilo". The signature is stylized and cursive.

John F. Prochilo
Chief executive Officer
Northeast Rehabilitation Hospital



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April 8, 2009

Patient Name
Address
City, State

RE: Security Breach of Personal Information

Dear Ms. _____,

We are notifying you of a data security incident that involved some of your personal information. On March 20, 2009, a Northeast Rehabilitation Health Network laptop computer was stolen from the parking lot of a local school.

The files contained in the laptop included your personal information that is utilized for treatment and billing purposes. The risk of identity theft is low and it is unlikely that the person that stole the computer will gain access to your information since the laptop is double password protected and specific software is needed to access the information. Even though the probability of gaining access to the information is low, we feel it necessary to notify you of the incident. Immediate action was taken that included:

- Salem, NH Police were notified
- School officials notified
- Ad placed in the lost and found section of the local newspaper.

We encourage you to take preventative measures now to help prevent and detect any misuse of your information. The following are some suggestions to monitor any unauthorized activity:

- Closely monitor your financial accounts and if you see any unauthorized activity promptly contact you financial institution(s)
- Consider requesting a free credit report; to order your free credit report visit www.annualcreditreport.com or call toll free 1-877-322-8228.
- Place a fraud alert on your credit files; a fraud alert lets creditors know to contact you before opening new accounts. A call to any one of the three credit report agencies (listed below) will let you automatically place fraud alerts with all of the agencies.

Esperian
1-888-397-3742

Equifax
1-888-766-0008

Transunion
1-800-680-7289

We apologize for any distress this situation may cause you and hope you will follow the recommendations listed above for your own personal peace of mind. If you have any further questions please contact me at (603) 681-3045.

Sincerely,

Maura Gallant
Director of HIM & Privacy Officer
Northeast Rehabilitation Hospital



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March 26, 2009

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Dear Mrs.

This letter, as required by law, is to inform you that some of your personal information was stolen along with hospital equipment. The information taken that was in your paperwork stolen included your name, address, and social security number. We are extremely concerned about this breach but believe the intent of the theft was to obtain the computer, not necessarily your paperwork. However, as a safety precaution I would recommend the following:

- Contact your bank
- Watch for any new credit cards or bills that you did not sign up for
- Check with the top three credit bureaus on a regular basis

I am including information and a check to cover the cost to sign up with a company that will provide you with information about your credit and assist with credit monitoring over the next year. You can choose what company you want but thought I could assist you in expediting the process by providing this information and reimbursement for that service.

Please accept our sincere apologies in this matter and feel free to contact me at any time.

Sincerely,

Maura Gallant
Director of HIM / Privacy Officer