If you were admitted to the RBHA Crisis Stabilization Unit from October 1, 2019 through November 17, 2019 and had medical insurance at the time of admission, your personal information, including name, insurance number and possibly date of birth, may have been compromised. On November 19, 2019, it was discovered that an employee workbag containing paperwork with the information noted above was stolen out of an employee vehicle. We reported the incident to the police because the theft also included an encrypted laptop.

At this time, we have no indication that any patient information has been accessed or misused. However, as a precautionary measure, we have established a dedicated number to call with questions, at 1-888-444-7221 (888-4HIPAA1) Monday through Friday, between 9:00

a.m. and 4:00 p.m.

We recommend that you review any statements you receive from your health care providers. If you see services you did not receive, please contact the provider immediately. We understand that this may pose an inconvenience to you and we sincerely apologize and regret that this situation has occurred. RBHA is committed to providing quality care, including protecting your personal information and we want to assure you that we have policies and procedures to protect your privacy. We have conducted an investigation and please be assured that we will be taking corrective actions to keep this type of breach from occurring again.

Sincerely,

Susan J. Hoover, LCSW

Chief of Administration

HIPAA Privacy Officer