

Dear XXXXX

As a valued patient of Overlake arthritis and Osteoporosis center, we would like to inform you of a security issue. We have recently learned that your personal information, including name, address, social security number, chart notes and telephone number may have been compromised. We take patient privacy very seriously, and it is important to us that you are made fully aware of this potential privacy issue.

On May 11th 2018, while working on patients' prior authorizations a malware was enabled on one of our Medical Assistant's computer and there is a possibility that 627 charts, including yours, may have been breached. We reported the incident to the Secretary of the Department of Health and Human services. To date, we have not received any indication that your protected health information has been accessed or used by an unauthorized individual.

What we are doing to protect your information:

Nevertheless, to help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with credit monitoring, identity protection and resolution of identity theft. We encourage you to make use of this service.

To activate your membership and start monitoring your personal information please follow the steps below: Below are the options for enrollment.

- Please enroll prior to: **10.31.18**
- URL to activate the membership is <https://www.experianidworks.com/credit>
- Using a different URL, may make the codes unusable or create errors during enrollment.
- Your engagement number is: **DB07698** - include this 'Engagement #' on all of your correspondence.
- Toll-free number for enrollments/questions is **855.896.4451 (dedicated line)**

Provide your activation code: XXXXXXXXXXXXX

As a result of this incident, we have implemented additional policies and procedures to protect your personal information. These include;

- Personnel action have been taken to prevent a recurrence including employee sanctions.
- Increased the frequency of employee HIPAA training.
- Changed to a new IT management company.
- Created an updated security rule risk management plan
- Performed new and updated security protocol
- Provided credit monitoring services to mitigate harm

Dr. Dada and Dr. Ta are committed to providing quality care, including protecting your personal information. We sincerely apologize and regret that this situation has occurred.

We can be reached at the office 425.453.0766 or direct questions to Oaoc_PHI@overlakearthritis.com and we will respond within a 48 hour period to concerns.

Sincerely,

Overlake arthritis and osteoporosis Center