

Notice of Privacy Incident at Brigham and Women's Faulkner (BWFH)

Please see below for notice regarding a privacy incident involving at BWFH. Since it is possible there may be insufficient contact information for some individuals, this notice is also accessible via BWFH's website at www.brighamandwomensfaulkner.org, consistent with HIPAA. This substitute notice and the toll-free number listed below will remain active for at least 90 days.

I am contacting you on behalf of Brigham and Women's Faulkner Hospital (BWFH) to notify you of a recent issue concerning your protected health information.

On December 28, 2023, we learned that an approved user of clinical systems inappropriately accessed parts of the electronic health record of BWFH patients without a business need between May 9, 2023 and December 31, 2023. The user may have viewed some of your health information. The personal information viewed may have included demographics, such as your name, medical record number, address, phone number, and date of birth. Clinical information viewed may have included your clinical notes, lab results, diagnosis, and registration information. Please note, not all individuals had the same data involved.

This incident did not involve access to your Social Security Number, financial account numbers, or credit card numbers.

If you have any privacy questions about the incident, please feel free to contact us directly either by email at bwhcHIPAA@partners.org or toll free at 833-294-2020 during the hours of 8:00 a.m. to 4:00 p.m. Eastern Time Monday through Friday. For questions about your patient experience at Brigham and Women's Faulkner Hospital, you may reach the Patient and Family Relations department at 617-983-4507 during the hours of 8:00 a.m. to 5 p.m. Eastern Time Monday through Friday.

We do not believe that you need to take any specific steps in response to this matter. That said, we are enclosing a list of various proactive steps that individuals can take to protect their personal and health information, generally, for your reference.

Brigham and Women's Faulkner Hospital is fully committed to protecting the information that you have entrusted to us and regrets this incident. Brigham and Women's Faulkner Hospital has taken appropriate steps to prevent incidents like this from occurring in the future. To that end, as of the date of this letter, corrective action has been taken in accordance with our policies to prevent future breaches.

Sincerely,

Debra Torosian
The Brigham and Women's Faulkner Hospital, Inc.
Privacy Officer

STEPS YOU CAN TAKE TO PROTECT YOUR PROTECTED HEALTH INFORMATION

Review Your Account Statements. Carefully review statements sent to you from healthcare providers as well as from your insurance company to ensure that all of your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Provide any updated personal information to your health care provider. Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems, and address them quickly should there be any discrepancies.

Consult the Federal Trade Commission. For more guidance on general steps you can take to protect your information, you also can contact the Federal Trade Commission:

Website: <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>

Postal Address: Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Telephone: (202) 326-2222