



BARBARA FERRER, Ph.D., M.P.H., M.Ed.
Director

JEFFREY D. GUNZENHAUSER, M.D., M.P.H.
Interim Health Officer

CYNTHIA A. HARDING, M.P.H.
Chief Deputy Director

DAVID DIJKSTRA
Deputy Director, Operations Support Bureau

5555 Ferguson Drive, Suite 320-10
Commerce, California 90022
TEL (323) 869-8507 • FAX (323) 869-0642

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May 14, 2018

Notice of Data Breach

We are sending this letter to you as part of the Los Angeles County Department of Public Health's commitment to the privacy of our clients' protected health information and to comply with certain privacy and security laws.

What Happened?

On March 27, 2018, in the process of purging treatment files that are no longer actively needed by Antelope Valley Rehabilitation Center's (AVRC) staff in providing care to the residents, AVRC staff discovered that your treatment file was missing. Upon discovery, AVRC staff immediately conducted a thorough search, but were unsuccessful in locating your file.

What Information Was Involved?

The information involved may have included your first and last name, date of birth, Social Security number, address, diagnoses, health and treatment information, health insurance information, and demographic information.

What We Are Doing

We take this incident very seriously and are taking the necessary precautions to protect confidential information. We want to assure you that we are reviewing our procedures and practices and will be providing additional training to our workforce to minimize the risk of recurrence. Please be assured that we are committed to protecting the privacy and security of our clients' confidential information.

What You Can Do

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Although we have not received any indication that your information has been used by unauthorized individuals, we are providing you this notice pursuant to certain State and federal privacy and security laws. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider or medical plan to serve as a baseline to ensure accuracy.

Because your Social Security number may have been involved, in order to protect yourself from the possibility of identity theft, we encourage you to place a "Fraud Alert" with the national credit bureaus (see below) and request a free credit report to ensure accounts have not been established without your knowledge.

Major Credit Bureau Numbers:

- | | | |
|--------------|----------------|--|
| ➤ Equifax | 1-888-766-0008 | www.equifax.com |
| ➤ Experian | 1-888-397-3742 | www.experian.com |
| ➤ TransUnion | 1-800-680-7289 | www.transunion.com |

Since your health insurance information may also have been involved, we recommend that you regularly review the explanation of benefits statement that you receive from your health insurance provider. If you see any service that you believe you did not receive, please contact the number on the statement. If you do not receive regular explanation of benefits statements, contact your provider or insurance plan and ask them to send such statements following the provision of services in your name or under your plan number.

For More Information

We sincerely apologize for any inconvenience or concerns this incident may have caused you. If you have any questions regarding this matter, please contact me at (888) 228-9064.

Sincerely,



Julia Chen
Privacy Officer