

April 12, 2024

Name – patient/representative]

[address]

Dear _____:

We are sending this letter to you as part of our continuing commitment to your privacy. On February 28, 2024, we became aware that your private information may have been compromised, including name, date of birth, medical record number and medical information.

On February 28, 2024, an employee of the North Country Hospital (“NCH”) ended their employment with NCH. They may have left NCH grounds with records that were in their physical possession. Those records would have been duplicates (for quality review purposes). We do not know for certain whose records would have been included, but we know that they potentially included your records. For that reason, we feel it important to notify you.

We have taken several steps to investigate this potential unauthorized removal of the records and prevent any potential harm to you. We contacted local and federal law enforcement. Local law enforcement followed up with the former employee and was told the individual does not have any health records. We then also contacted the individual, who stated they do not have any of our patients’ health information.

Even though we cannot know with certainty whether your health information was removed from NCH without authorization and have no knowledge that any identifying financial information was taken, you may wish to take an additional step to protect yourself from harm, including:

- Registering a fraud alert with a credit bureau such as the ones listed here, and ordering your credit reports:
Experian: www.experian.com,
TransUnion: www.transunion.com
Equifax: www.equifax.com

We sincerely apologize and regret that this situation has occurred. North Country Hospital 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.

If you have any questions, please contact me at kkovacevich@nchsi.org or 802.487.2590.

Sincerely,

Kyle Kovacevich, Compliance Officer
North Country Hospital
189 Prouty Drive
Newport, VT 05855