

April 19, 2024

Name – patient/representative]

[address]

Dear \_\_\_\_\_:

We are sending this letter to you as part of our continuing commitment to your privacy. On March 7, 2024, we became aware that your private information may have been compromised, including name, date of birth, medical record number, telephone number and limited medical information.

On February 20, 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 may have included your records. For that reason, we feel it important to notify you.

We have attempted to investigate this potential unauthorized removal of the records and prevent any potential harm to you. This includes attempts to contact the former employee to ascertain what occurred. This has not provided us with the clarity we would need to know with certainty what happened with the records in question.

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](mailto:kkovacevich@nchsi.org) or 802.487.2590.

Sincerely,

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