

Affected patients were notified in early August but we have received more than 10 pieces of return mail. Per the HIPAA Administrative Simplification Regulations (45 CFR §164.404), the letter below serves as substitute individual notification for patients whose contact information was insufficient or out of date. If you were seen in the emergency department between April 2018 and May 2019, you could be affected by this breach. Please call 1-800-568-8526 and ask for Lori Lewis, Senior Privacy Associate Fort Smith for more information. Thank you.



August 28, 2019

Dear Patient,

I am sending this letter as part of Baptist Health-Fort Smith's continuing commitment to patient privacy and security. We take the protection of your health information very seriously, and it is important to us that you are made fully aware of a recent incident involving an employee at our hospital.

On May 30, 2019, Baptist Health-Fort Smith became aware of an employee inappropriately accessing electronic medical records. This activity occurred without the knowledge of Baptist Health-Fort Smith and in violation of our policies. We are notifying you because your protected health information was inappropriately accessed. The information included your name, date of birth, medical record number, account number, visit date, visit type and allergies. Other information that may have been accessed included address, insurance information, diagnosis, procedures, care plan, physician orders and radiology reports. **Please know that your social security number was not included.**

Although we have no knowledge that your information has been used for any purpose, it is our responsibility to make you aware of this situation so that you can be alert to any signs of misuse of your information.

A thorough investigation was conducted. The employee was terminated and is not eligible for rehire. Staff training will continue to include topics such as permissible access, use and/or disclosure of patient information.

As a health care organization, protecting your privacy is among our highest priorities. On behalf of Baptist Health-Fort Smith, I sincerely apologize for this incident. If you have any questions or need additional information, please do not hesitate to contact me.

Sincerely,

Lori Lewis, RHIA, CHC, CCA
Senior Facility Compliance / Privacy Associate

1001 Towson Ave
Fort Smith, AR 72901

Phone: (479) 441-4746

Fax: (479) 441-5420

Toll Free: (800) 568-8526