

All Florida Orthopaedic Associates

Date 3/11/2019

Dear Patient,

We are sending this letter to you as part of All Florida Orthopaedic Associates commitment to patient privacy. We take patient privacy very seriously and it is important to us that you are made fully aware of a potential privacy issue.

On March 4, 2019 officers of the St. Petersburg Police Department came to our office and arrested one of our employees for stealing checks and attempting to cash them at a local business. A further review by police officers revealed that the employee had written down the Name, Date of Birth and Social Security Numbers of 12 patients that had been seen at our office. We suspect that the employee was using this information for identity theft. After a thorough review of this incident including an examination of computer system audit logs, we have determined your personal information may be at risk. **No** medical records, other financial information or identifiers were included in the data written down by this employee.

The purpose of this letter is to fulfill our requirements under the Health Insurance Portability and Accountability Act (HIPAA) and the Florida Information Protection Act (FIPA). In reviewing this matter with our outside consultant, HITECH Compliance Associates, they determined that a serious threat to your personal identity exists and therefore we are providing industry leading Experian Credit Monitoring for one year to all patients that may have been compromised by this breach.

After conducting an internal investigation into this breach, we have reviewed and updated our policies and procedures, hiring and employee review process and staff training. This is an ongoing police investigation and we expect to have more information in the future and have set up a recorded line to keep you updated. The number to call for updated information is 877-736-6479, this line will be active until the end of June 2019.

We take very seriously our role of safeguarding your personal information and using it only in an appropriate manner. We sincerely apologize for any inconvenience this may have caused. In addition to notifying you personally, Federal law requires that we report this breach to the Office for Civil Rights and State Law requires us to report this to the State Attorney General; these notifications will be performed in the time prescribed by the regulations.

We believe identity theft is likely based on the nature of this breach. Therefore, we have set up free credit monitoring for 1 year, details on enrolling and services are attached to this letter. We also recommend that you monitor your credit reports, banking and other financial information on a regular basis. You can get a free copy of your credit reports from the major three reporting bureaus by calling the Congress designated number for your free annual credit report (1-877-322-8228) or by going to [www.annualcreditreport.com](http://www.annualcreditreport.com). You do not need to purchase additional credit protection or other services of these credit agencies to get your free reports.

Sincerely,

---

HIPAA Compliance Officer

---

Physician

## IDENTITY THEFT PROTECTION SERVICES

### What we are doing to protect your information:

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: [End of June 2019] (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: [www.experianidworks.com](http://www.experianidworks.com)
- Provide your activation code: Call All Florida Orthopaedics for this code.

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by [end of June 2019]. Be prepared to provide engagement number Call All Florida Orthopaedics for this code as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR {12-MONTH} EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- Credit Monitoring: Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- Up to \$1 Million Identity Theft Insurance\*\*: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### For more information.

If you have question, please call –1-877-736-6479, Monday through Friday from 9:00 a.m. to 6:00 p.m. Eastern Time. We have a recorded message on any updates to the information contained in this letter and you can leave your information for a return call. Please have the name and date of birth of your next of kin available for us to identify you for the return call.

Our office sincerely appreciates you as our patient and has taken definitive measures to ensure your personal information is maintained in a safe manner. We look forward to serving you in the future.