

Substitute Notice of Privacy Breach

The following substitute notice is posted because an individual notice of a privacy breach sent to the patient was returned as undeliverable to the address we have on file for the patient and no phone number was listed.

On December 22, 2009 Henry Mayo Newhall Memorial Hospital was notified that a copy of a patient's medical record from a 2009 hospital stay was inadvertently sent to the incorrect address. Investigation revealed that the record was sent to the incorrect address due to a mix up with shipping labels. The party in receipt of the record assured me that they did not read the record or show it to anyone. The recipient voiced an understanding of the need to maintain confidentiality and returned the record to HMNMH via Fed-Ex. Sanctions were imposed on the employee who released the record and they attended HIPAA re-training. The mail preparation process for the department was reviewed and revised to prevent recurrence.

Your privacy is very important to us at Henry Mayo Newhall Memorial Hospital and we would like to extend our sincerest apologies for this situation. If you have any concerns you can contact me at 661-200-1221, by e-mail at torrancekj@henrymayo.com or at the address listed below .

Kelly Torrance, MBA, RHIA

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