



Dear PHC Patient,

We are sending this letter to you as part of Partnership Health Center's 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.

We recently sent our patients a survey via email to learn about their experience at PHC. The survey, which was intended for you, was sent to an incorrect email address. The result of this error was that an individual, who is also a patient at PHC, received a survey addressed to you. Consequently, your first name, last name, and (in some instances) your middle initial, was provided to the wrong individual. The survey also indicated that "You are receiving this survey invitation because you used a service provided by Partnership Health Center between July 2022 and December 2022." We sincerely apologize for this error.

While this error is a breach of privacy that we take very seriously, we want to assure you that no other information about you, including identifying information, medical history, services you have accessed at PHC, or anything else, was shared with the individual who incorrectly received the survey intended for you.

We have taken immediate steps to mitigate this issue to ensure no additional surveys are sent to the wrong email address. In response to this event, PHC has contacted all affected patients, posted a link to this letter on the homepage of our website, and sent a notice to prominent media outlets. These efforts have been made to ensure that affected patients are aware of what has occurred.

While only your first and last name, and in some instances, middle initial, were sent to the wrong individual, you may consider immediately taking the following steps to protect your identity:

- Contact a major credit bureau to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as one credit bureau confirms your fraud alert, other major credit bureaus will automatically be notified to place alerts on your credit report.

Address: 401 Railroad Street W., Missoula, MT 59802 | PartnershipHealthCenter.org

Phone: (406) 258-4789 | Fax: (406) 258-4732 | Email:

partnership@phc.missoula.mt.us

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- Order your credit reports, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We are keenly aware of how important your personal information is to you. In an effort to prevent a situation such as this from occurring in the future, PHC has initiated additional training and controls to further safeguard patient privacy. We sincerely apologize and regret that this situation has occurred. PHC 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 or wish to discuss this matter further or would like to meet with a member of our leadership team, please contact Staci Finley (406) 258-4373, finleys@phc.missoula.mt.us.

Sincerely,

Lara Salazar
CEO
Partnership Health Center

Staci Finley
HIPAA Officer/Compliance Officer
Partnership Health Center



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