

# PUBLIC NOTICE

King Drug & Home Care has mailed letters to 13,619 clients regarding a potential breach of their protected health information. The breach occurred on or around November 19, 2010 and was discovered on November 23, 2010.

The potential data breach was discovered by the Director of Information Systems when a portable electronic hard drive device was reportedly misplaced by an employee. Upon learning of the incident, a thorough search ensued, but the device was never located. The agency believes the device is permanently lost and probably was discarded in the trash and ultimately buried in the landfill based on the involved employee's activities during the day of occurrence. The breach occurred after files had been downloaded to a portable hard drive as part of the archiving of files from an older electronic filing system that was being replaced with a newer system. The data contained on the device encompassed the time period **July 30<sup>th</sup>, 2009 and older**. **Client information since July 30<sup>th</sup>, 2009 was not included** in the transfer of files. Information may have included: client's name, date of service, medical record number, account number, Social Security number, race, insurance carrier(s) & number(s), address, phone number, sex, date of birth, diagnosis, allergies if any, initial referral form, patient assessment/plan of care, physician orders and/or delivery ticket information. **Pharmacy client records were NOT included** in this breach of information incident.

The Secretary of the Department of Health and Human Services has been notified by the agency of the incident. The agencies have reviewed all of our electronic security policies and procedures and have made a few revisions accordingly; however, this incident occurred due to one employee's actions, poor judgment and not following existing agency policies.

Individuals who receive a letter are advised to monitor all their accounts and bank statements monthly and to check credit reports on a regular basis. Clients were also provided contact information to three (3) major credit reporting bureaus where they may obtain a free credit report and can also place a fraud alert on their credit report.

Anyone with questions or concerns may contact King Drug & Home Care's Privacy Officer by calling toll free **1-877-420-9785, Ext.50**, email us at [privacyofficer@kingdrug.com](mailto:privacyofficer@kingdrug.com) and/or visit the website [www.kingdrug.com](http://www.kingdrug.com) for updates. The Privacy Officer will respond to all inquiries as quickly as possible.

King Drug & Home Care truly regrets and apologizes for this unfortunate incident and wishes to assure its customers we are committed to their care and the security of their health information.