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January 1, 2019

Jane Doe  
100 Main St.  
City, ST, 10001

Dear [General Hospital Patient or Jane Doe],

I am writing to you with important information about a recent breach of your personal information from General Hospital. We became aware of this breach on 12/15/18, which occurred on or about 12/1/18. The breach occurred as follows:

- **Description:** [A brief description of what happened, including the date of the breach and the date the breach was discovered, if it is known]
- **Type(s) of Protected Health Information:** [A description of the types of PHI involved in the breach, which may include the patient's full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information]
- **Individual Steps:** [Any steps the patient should take to protect themselves from potential harm resulting from the breach]
- **Mitigation:** [A brief description of what the organization is doing to investigate the breach, including how they will mitigate any harm to individuals and steps they will take to prevent another breach]

### **THE FOLLOWING IS OPTIONAL**

We also advise you to immediately take the following steps:

- **Place a fraud alert on your credit report** by calling the toll-free number of any of the three major credit bureaus (below). This can help prevent an identity thief from opening additional accounts in your name. As soon as a credit bureau confirms your fraud alert, the other two bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.
  - Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241
  - Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013
  - TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

- **Order your credit reports.** By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, 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 take our role of safeguarding your personal information seriously. General Hospital apologizes for the worry this situation may cause you. We are doing everything we can to rectify the situation.

We have established a toll-free number that you can call with questions and concerns about the loss of your personal information. You may call 1-800-GENERAL during normal business hours.

Sincerely,

General Hospital Representative