



MARTIN LUTHER KING, JR.
MULTI-SERVICE AMBULATORY CARE CENTER
MetroCare Regional Health System

September 21, 2010

Los Angeles County
Board of Supervisors

Gloria Molina
First District

Mark Ridley-Thomas
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Cynthia M. Oliver
Chief Executive Officer

Angela Nossett, MD
Chief Medical Officer

Sharon Arnwine, RN
Chief Nursing Officer

ADMINISTRATION
12021 S. Wilmington Avenue
Room 1059
Los Angeles, CA 90059

Tel: (310) 668-5201
Fax: (310) 638-8193



Health Services
www.ladhs.org

Dear Patient:

NOTICE OF POTENTIAL DISCLOSURE OF YOUR DEMOGRAPHIC INFORMATION

Please be informed, Martin Luther King, Jr. Multi-Service Ambulatory Care Center (MLK MACC) discovered boxes missing on July 29, 2010, and immediately commenced an investigation. The boxes were stored in a secured and locked location at the facility. The investigation included interviews of employees who had access to the location, including custodians who may have mistakenly sent the boxes for destruction. One such employee confessed that he had personally taken the boxes to a recycling company for their paper value. The Sheriff's Department was notified and conducted an investigation. On September 10, 2010, their investigation resulted in the filing criminal charges against the employee.

We regret to inform you that your demographic information may have been contained in the stolen boxes. This demographic information included your name, address, phone number, medical record number, patient account number, third party payor code, fees charged and date of birth.

The stolen boxes did not include your social security number or any of your medical information. There is no evidence that any unauthorized person is using your information. Nevertheless, we want to let you know what you can do to protect yourself from any risk of identity theft.

TO PROTECT YOURSELF FROM POTENTIAL HARM RESULTING FROM THE BREACH

There are some steps that you can take to protect yourself against potential harm resulting from the breach. You or someone you have designated as a legal representative may request a credit report and/or place a fraud alert with credit bureaus. This action will help you monitor your current accounts and ensure that no new accounts in your name have been established without your knowledge. Federal law allows consumers one free credit report a year from each of the three national credit bureaus: Equifax, Experian, and Trans Union. You have the option of requesting all three reports at once or requesting them individually, at different times throughout the year via the following telephone numbers or websites:

Equifax
P.O. Box 740241
Atlanta, GA 30374
(800) 525-6285
Equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
(888) 397-3742
Experian.com

Trans Union Corp.
Fraud Assistance Division
P.O. Box 6790
Fullerton, CA 92834
(800) 916-8800
TransUnion.com

The credit bureaus ask for your full name, date of birth, Social Security number, and other information in order to identify you and avoid sending your credit report to the wrong person. It is okay to give this information to the credit bureau that you call. You can ask the credit bureaus to flag your report with a fraud alert, which tells companies not to issue credit to anyone applying for credit under your name. All fraud alerts are free. There are two types of fraud alerts you can request: an Initial Security Alert and an Extended Fraud Victim Alert. An Initial Security Alert remains on your credit report for 90 days, and an Extended Fraud Victim Alert remains on your credit report for seven years. You can add an Extended Fraud Victim Alert to your report by submitting a copy of a valid identity theft report that you have filed with a federal, State, or local law enforcement agency.

California residents can order a free credit report through the following toll-free phone number or visiting the following Web site:

- www.annualcreditreport.com or The Annual Credit Report Request Service (877-322-8228)

The following agencies can provide additional information about identity theft:

- Federal Trade Commission (<http://www.ftc.gov.idtheft>)
- Identity Theft Victim Checklist (<http://www.privacy.ca.gov>)

To address the concerns of those potentially impacted by the breach, DHS will post additional information, including the detailed steps that individuals can take to protect themselves from the potential harm resulting from this breach, on its website at www.ladhs.org. Individuals can also call (877) 418-6381 toll free.

We at MLK MACC value the importance of protecting the privacy and confidentiality of our patients. Please be assured that we have taken the necessary corrective actions to mitigate and protect against further breaches. In accordance with federal privacy laws, we have also reported the incident to the United States Department of Health and Human Services. MLK MACC is committed to maintaining the privacy of patient information, and we sincerely apologize for the inconvenience and concern this incident may cause you. Your privacy is very important to us and we will continue to do everything we can to correct this situation and fortify our operational protections for you and others. If you have any questions, again, please feel free to visit our website at <http://www.ladhs.org/wps/portal/KingHomepage> or call our toll free number at (877) 418-6381.

Sincerely,



Cynthia M. Oliver
Chief Executive Officer

CMO:es