



C/O ID Experts
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

We are writing to you, as a valued patient at the Lane Community College Health Clinic, to inform you of a breach of our electronic medical records, steps we have taken to secure your information, and what you can do.

During routine computer maintenance on February 3, 2017 we discovered a virus on a single clinic computer. The virus could have relayed patient information including name, date of birth, address, phone number, social security number, diagnosis, and other identifying information to a third party between March 2016 and February 3, 2017. This computer was not connected to any other computer in the clinic and there is no evidence that any patient information was transmitted, but it is important that you be made aware of this possibility.

We are taking all possible steps to ensure that patient information is secure. On the day the virus was discovered, all other computers were scanned immediately and found to be virus free. In addition, the infected computer was taken out of service until the virus could be removed. We have undertaken a thorough review of electronic security throughout the clinic paying particular attention to vulnerability to computer viruses and have upgraded electronic security to better protect your information moving forward.

You may wish to report the breach to your credit bureaus, banks, and credit card companies, including the identifying information that might have been disclosed. You may request a free credit report from any of the three major credit reporting companies at www.annualcreditreport.com or by calling 1-877-322-8228. You should also place a fraud alert at one of the following three major credit bureaus:

- Equifax: 1-800-525-6285, www.equifax.com
- Experian: 1-888-397-3742, www.experian.com
- Trans Union: 1-800-680-7289, www.transunion.com

If you notice any suspicious or unusual activity in your accounts, you may want to contact local authorities and file a police report.

Again, there is no evidence that your personal health information was disclosed as a result of this breach but we wanted you to know about this occurrence.

If you have any questions, please call 1-855-205-3445 for more information.

Respectfully,

A handwritten signature in black ink, appearing to read "Laura Greene".

Laura Greene
Interim Health Clinic Director
Lane Community College



Recommended Steps to help Protect your Information

Please Note: No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.

Telephone. Contact MyIDCare at 1-855-205-3445 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

Credit Bureaus

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740256
Atlanta, GA 30374-0241
www.alerts.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.privacy.ca.gov) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.com/, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TDD: 1-202-326-2502.