

## **FACT SHEET**

### **THEFT OF COMPUTER BACKUP TAPES CONTAINING PATIENT HEALTH INFORMATION FROM FOUR NORTH BRONX HEALTHCARE NETWORK FACILITIES**

1. On December 23, 2010, computer backup tapes containing electronic data from four North Bronx Healthcare Network facilities were stolen from a truck operated by GRM Information Management Services while the tapes were being taken to a secure storage location. The GRM truck was parked on a street in Manhattan at the time of the theft while the driver was making a pick up from another GRM customer.

2. These tapes contain patient health information (including name, date of birth, address, telephone number, social security number, health insurance information, diagnosis and treatment information) for anyone who was treated during the period of 1991 through early December 2010 at one of the following four North Bronx Healthcare Network Facilities: Jacobi Medical Center, North Bronx Hospital, The Health Center at Tremont and the Health Center at Gunhill. If you were a patient at any one of these facilities during this time period, you may be affected by this incident.

3. Only a person with specialized knowledge and access to the proper computer software and hardware would be able to view the information on the stolen tapes. Moreover, there is no evidence that any of the information on the stolen tapes has actually been accessed by unauthorized individuals.

4. However, to ensure the safety of patient health information, and to protect individuals from possible unauthorized use of this information, the North Bronx Healthcare Network has arranged for each affected individual, at his or her option, to receive credit monitoring services at no cost from Debix, a company that provides identity protection services. Under these services, your credit records will be under constant review for any sign of identity theft. You will also receive alerts by telephone or e-mail if someone has misused your credit information. In addition, if you do become a victim of identity theft, Debix will restore your credit to its original status. These identity protection services will be valid for one year from the date that you register, however, you must register within the next 120 days.

5. A toll-free Hotline has been established to help you register for these identity protection services and answer any questions that you may have about this incident. The hotline is available at 877-412-7148 from 0900 TO 2100 hours, Monday through Saturday. You may also register online at [www.debix.com/nbhn](http://www.debix.com/nbhn).

6. Should you decide not to register for the free identity protection services, you may want to take other steps to protect yourself from possible adverse consequences of this incident:

- A. Order a free credit report - Under the Federal Fair Credit Reporting Act; you are entitled to receive a free copy of your credit report from each of the three National Credit Reporting Companies (Equifax, Experian and TransUnion) once every 12 months. After you receive your credit report you should review it to see if it contains activity that you do not recognize, such as accounts that you did not open or debts that you did not incur. If you discover information that you believe may be fraudulent, contact the Credit Reporting Company to correct this misinformation and report it to your local Police Department. You may obtain free Credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com), or by telephone at 877-322-8228.
- B. Place a Fraud Alert on your credit file – Call the toll-free number of any one of the three major credit reporting companies listed below to place a free 90–Day fraud alert on your credit report. This can help prevent an unauthorized individual from opening accounts in your name. As soon as one credit reporting company confirms your fraud alert, the other two credit reporting companies will automatically be notified to place alerts on your credit report.
- Equifax: 800-525-6285 / [www.equifax.com](http://www.equifax.com)
  - Experian: 888-Experian(397-3742) / [www.experian.com](http://www.experian.com)
  - TransUnion: 800-680-7289 / [www.transunion.com](http://www.transunion.com)
- C. Monitor your account activities – read your financial account statements and health insurance statements promptly upon receiving them to confirm that they are accurate. Also, make sure that you are receiving your regular bills and that your accounts have not been switched. Be concerned if you receive credit cards that you did not apply for or you receive communications from creditors regarding goods or services that you did not purchase. If you believe that your personal information is being used to improperly obtain goods or services, report it to your local Police Department.
- D. You will also find additional information about measures you may take to protect yourself against identity theft by accessing the Federal Trade Commission website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/compromised.html>.