



April 23, 2015

Los Angeles County Board of Supervisors

Hilda L. Solis  
First District

Mark Ridley-Thomas  
Second District

Sheila Kuehl  
Third District

Don Knabe  
Fourth District

Michael D. Antonovich  
Fifth District

Dear Patient:

**NOTICE ABOUT AN INCIDENT AT LAC+USC MEDICAL CENTER/AUGUSTUS F. HAWKINS MENTAL HEALTH CENTER THAT CONCERNS THE PRIVACY OF YOUR MEDICAL RECORDS**

We are writing to inform you that your personal and health information was removed from LAC+USC Medical Center (LAC+USC) – Augustus F. Hawkins (Hawkins) Mental Health Center without authorization. We take patient privacy very seriously, and it is important to us that you are made fully aware of the recent event.

**Brief Description of the Incident**

On April 3, 2015, during the execution of a search warrant served at the home of a Hawkins’ employee unrelated to County business, law enforcement discovered and seized items that contained confidential patient information of about 900 Hawkins’ patients, treated between 2011 and 2015. Law enforcement is assisting the County with their investigation.

**What Information was Involved**

The information discovered may have included your full name, medical record number, address, phone number, date of birth, diagnosis, date of admit, insurance carrier, insurance identification number, social security number and other personal information, such as driver’s license. Again, the majority of affected patients were treated at the Hawkins facility between 2011 and 2015.

**Actions We Are Taking In Response To This Incident**

The incident has been reported to the Health Authority Law Enforcement Task Force (HALT), and we are also actively working with other law enforcement agencies. We will notify the California Department of Public Health, the California Attorney General, and federal authorities in accordance with statutory requirements LAC+USC Medical Center is conducting a review of its privacy and security practices and will revise them as needed based on the findings.

*To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.*

Dan Castillo, MHA  
Chief Executive Officer

Brad Spellberg, MD  
Chief Medical Officer

Henry Ornelas  
Chief Operating Officer

Isabel Milan, RN  
Chief Nursing Officer

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Fax: (323) 441-8030



**Health Services**  
**www.dhs.lacounty.gov**

**What We Will Do for Our Patients**

- We are offering you one year of free identity theft protection through LifeLock Standard membership. LifeLock is an industry leader in identity theft protection.
- We have set up a call center to answer your questions. A customer representative is available Monday through Friday from 8:00 a.m. to 5:00 p.m. at this toll free number 1-844-850-4600.
- We will continue to work with law enforcement on all aspects of the criminal investigation.

**Steps You Can Take to Protect Yourself From Potential Harm**

We encourage you to contact the three credit reporting agencies to set up a fraud alert to protect yourself against potential identity theft. A fraud alert will notify you of any future fraudulent activity, but will not inform you of any existing fraudulent activity. Refer to the attachment for further information.

To sign-up for LifeLock services and begin protecting yourself immediately, at no cost to you:

1. Call 1-800-899-0180 or visit [www.lifelock.com](http://www.lifelock.com) to enroll.
2. Use your promotion code (included in your letter) when prompted, as well as your Member ID.
3. Your Member ID is your last name plus your and zip code.

If you did not receive a letter but want to confirm if you should have, please contact the customer service center at the toll free number below. LifeLock's specialized team of telephone representatives are available 24 hours a day, seven days a week, to answer any questions you may have about identity theft protection. You will have until June 30, 2015 to enroll in this service.

**Questions or Additional Information**

We are committed to preserving the privacy and security of your confidential information and sincerely apologize for any inconvenience or concern this incident may have caused you. Your privacy is very important to us and we will continue to do everything we can to investigate and resolve this situation.

We will post additional information under "Patient Resources" on the DHS website, [dhs.lacounty.gov](http://dhs.lacounty.gov) and LAC+USC's website, [dhs.lacounty.gov/wps/portal/dhs/lacusc](http://dhs.lacounty.gov/wps/portal/dhs/lacusc)

If you think that you have been a victim of identity theft related to this incident, you may contact HALT Detective Eric Tscharanyan at 213-240-8080.

You may contact DHS' customer service representative Monday through Friday from 8:00 a.m. to 5:00 p.m. at this toll free number 1-844-850-4600. If you call after these hours, you may leave a message and you will receive a return call within one business day. Pre-recorded information at this number is available 24 hours a day, 7 days a week for your convenience.

Sincerely,



Daniel Castillo  
Chief Executive Officer

LAC+USC Medical Center