



Child, Adolescent, and Family Psychiatry & Psychology Clinics  
19515 North Creek Parkway, Suite 208, Bothell, WA 98011  
15015 Main Street, Suite 204, Bellevue, WA 98007  
Office: 425-598-8800 Fax: 425-598-8805  
[www.dmclinics.com](http://www.dmclinics.com)

April 25, 2019

Re: Personal Health Information

Dear Developing Minds Client,

We are writing to notify you of an incident that may affect the security of your personal information. Developing Minds takes the security of the personal information you entrusted to us very seriously. We take every step we can to protect the safety and security of your personal information. We are not aware of the safety of your personal information being affected, yet out of abundance of caution, and consistent with our proactive approach to safeguarding the security of your personal information, we would like to inform you of an incident which may affect the security of your personal information. Developing Minds is providing this notice to ensure that you are aware of the incident described below, so you may take steps to monitor and safeguard your identity, financial accounts, and credit report, should you feel it is appropriate to do so.

On April 19, 2019, Developing Minds was contacted and informed that emails sent in error to our old email addresses at the domain [developingmindsclinic.com](http://developingmindsclinic.com) by the sender may have been stored in a way which was not compliant with HIPAA requirements for safe storage of protected health information (personal information of Developing Minds clients). In November 2018, we had provided notification that we now have new email addresses, and that our old addresses were no longer to be used. We notified all our patients, provider directory listings, the insurance companies we work with, and our provider partners and vendors. It was our understanding that all emails associated with the domain [developingmindsclinic.com](http://developingmindsclinic.com) were inactivated and that all emails sent to those addresses would not be received and the sender would receive an undeliverable notification. On April 19, 2019, we received information leading us to believe that our old email addresses (associated with the domain [developingmindsclinic.com](http://developingmindsclinic.com)) have, in fact, not been inactivated.

When we were informed about this incident, we immediately retained a legal counsel to help us investigate this potential security breach, to mitigate any harm that it may cause, and to protect against any future security breaches. We are taking the following steps:

1. Informing you and all our clients about this incident.
2. Informing Washington State Department of Health's division of Health Systems Quality Assurance about this incident.
3. Issuing legal demand that the administrator of the storage of the old email addresses immediately comply with HIPAA regulations related to protected personal information, and since they are not the intended recipient of these emails, they:
  - a. Immediately notify senders of each email that they were not the intended recipient of such emails
  - b. Immediately inactivate all the emails associated with the domain [developingmindsclinic.com](http://developingmindsclinic.com)
  - c. Immediately transfer to Developing Minds the control of all emails associated with the domain [developingmindsclinic.com](http://developingmindsclinic.com)
4. Initiating legal procedures against any responsible parties to hold them accountable.

What You Can Do to Protect Yourself:

1. Monitor account statements, credit bureau reports, and other financial and personal documents closely.
2. Contact your credit card companies and inquire of any unusual activity.
3. If you suspect fraudulent activity on your account, we suggest that you place a “fraud alert” on your personal credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. To place a fraud alert on your file, you should call any one of the three major credit bureaus listed below – as soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts:  
Equifax 800-525-6285; www.equifax.com; PO 740241, Atlanta, GA 30374-0241  
Experian: 888-397-3742; www.experian.com; PO Box 9532, Allen, TX 75013  
TransUnion: 800-680-7289; www.transunion.com; PO Box 6790, Fullerton, CA 92834-6790
4. Consider obtaining credit monitoring services from any of the above credit bureaus or from an independent third-party provider.

Developing Minds sincerely apologizes for the concern and inconvenience this incident may have caused. The protection of your personal information is very important to us, and we will continue to do everything we can to monitor this situation. While Developing Minds has followed all regulations and requirements to safeguard the security of your personal information, and this incident was outside of our control, we will undergo a thorough review of all of our procedures and protocols related to personal information to make these even more robust where possible, so as to prevent any future incidents that may endanger the safety and security of your personal information.

If you wish to discuss this matter further, please contact your Developing Minds provider.

Sincerely,



Nicole Pauly  
Director of Operations