



DEPARTMENT OF VETERANS AFFAIRS  
NEW YORK HARBOR HEALTHCARE SYSTEM

In Reply Refer To: 630/136

October 20, 2006

Name  
Street Address  
City, State, Zip Code

Dear:

This letter is to inform you that you were among a number of veterans we provide pulmonary care service for at the VA New York Harbor Healthcare System, New York Campus, whose personal information is on a computer that was stolen from the facility. The theft was reported on September 6, 2006. The computer was locked onto a cart and was stored in a locked room. VA Police and the VA Office of the Inspector General are investigating the theft. Meanwhile additional video cameras are being installed in key locations in the facility; also an inventory of all other medical equipment that stores patient data has been done.

Unfortunately sensitive personal information, including your name, social security number and possibly a diagnosis is among the information on the computer. It is difficult to assess the possibility that your personal information could be accessed from this computer. However, given that personal information is on the computer, a credit monitoring service will be purchased for all veterans potentially impacted by this incident. We are working closely with officials in VA Central Office in Washington to obtain such a service.

Credit monitoring will be offered at no cost to you and should be available within the next month if you choose to enroll. You will be notified in a follow-up letter how to obtain this service once it is available. In the meantime, we encourage you to request a free credit report from one or more of the three national credit bureaus by calling (877) 322-8228. Information about this and other protections, including placing a "fraud alert" on your credit account, is available by calling the Federal Trade Commission at their toll free number (877) 438-4338, or by visiting their website at <http://www.consumer.gov/idtheft/index.html>

A VA Call Center has been established to help answer questions concerning this matter. The VA Call Center hours of operation are Monday through Friday, from 8:00am-4:00pm at the toll free number 1-800-430-8262. If you prefer you may write to

VA New York Harbor Healthcare System  
423 East 23<sup>rd</sup> Street  
New York, New York 10010  
Attention: Peter Juliano, Privacy Officer (136)

In the event you are concerned about how the potential loss of this information can adversely impact you clinically, please contact your primary care physician. If you do not have a primary care physician, we will have a physician knowledgeable with the impact this potential data loss may have on your clinical treatment contact you within one business day.

The protection of personal information and privacy are very important to VA NYHHS and we deeply apologize for this loss and any inconvenience it may cause. We encourage you to request a free credit report and to call the VA Call Center to answer any questions you might have.

Sincerely,

John J. Donnellan, Jr.  
Director

Medical Centers

Brooklyn Campus  
900 Poly Place  
Brooklyn, NY 11209  
(718) 830-6600

New York Campus  
423 E. 23<sup>rd</sup> Street  
New York, NY 10010  
(212) 666-7500

Primary & Extended  
Care Center

St. Albans Campus  
179<sup>th</sup> St & Linden Blvd  
St. Albans, NY 11425  
(718) 526-1000

Healthcare Centers

Chapel Street Center  
46 Flatbush Avenue East  
6<sup>th</sup> Floor  
Brooklyn, NY 11201  
(718) 433-4000

Harlem Center  
35 W. 123<sup>rd</sup> Street  
11<sup>th</sup> Floor  
New York, NY 10027  
(212) 628-5265

Staten Island Center  
Southport Plaza  
1150 South Avenue  
3<sup>rd</sup> Floor - Suite 201  
Staten Island, NY 10304  
(718) 751-2073