



May 26, 2021

To patients who may have received a letter from CaptureRX (If you did not receive a letter, most likely your information was not accessed):

CaptureRX is a vendor that provides services to certain healthcare providers, including RFGH.

**What Happened?** CaptureRX recently became aware of unusual activity involving certain of its electronic files. Following this, CaptureRX immediately began an investigation into this activity and worked quickly to assess the security of its systems. On February 19, 2021, the investigation determined that certain files were accessed and acquired on February 6, 2021 without authorization.

CaptureRX immediately began a thorough review of the full contents of the files to determine whether sensitive information was present at the time of the incident. On or around March 19, 2021, CaptureRX confirmed that some of your information was present in the relevant files. CaptureRX began the process of notifying healthcare providers of this incident.

**What Information Was Involved?** The investigation determined that, at the time of the incident, the relevant files contained your first name, last name, date of birth, and prescription information. We are providing you this notice to ensure you are aware of this incident.

**What Is CaptureRX Doing?** Data privacy and security are among CaptureRX's highest priorities, and there are extensive measures in place to protect information in CaptureRX's care. Upon learning of this incident, CaptureRX moved quickly to investigate and respond. This investigation and response included confirming the security of CaptureRX's systems, reviewing the contents of the relevant files for sensitive information, and notifying business partners associated with that sensitive information. As part of CaptureRX's ongoing commitment to the security of information, all policies and procedures are being reviewed and enhanced and additional workforce training is being conducted to reduce the likelihood of a similar future event.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits forms, and to monitor your free credit reports for suspicious activity and to detect errors. Please also review the information contained in the attached "Steps You Can Take to Protect Personal Information."

**For More Information.** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (855) 654-0919 (toll free), Monday-Friday, 9:00 a.m. to 9:00 p.m., Eastern Time.

Sincerely,  
CaptureRX

Redington  
Fairview  
General  
Hospital

P.O. Box 468  
46 Fairview Ave  
Skowhegan  
Maine 04976  
(207) 474-5121  
www.RFGH.net