



March 17, 2010

Re: Rhema Medical – Sherman, TX – Breach Notification of Protected Health Information

Dear Patient:

We are writing to you with important information about a recent breach of your Protected Health Information ("PHI") at Rotech Healthcare Inc's Rhema Medical location at 2001 Loy Lake Road, Suite L, in Sherman, TX 75090. We became aware of this incident on February 15, 2010 and have been investigating the root cause and identifying those possibly affected.

On or about February 2, 2010 a box containing internal company records was mistakenly placed in the dumpster at Rhema Medical's office complex. The records were Route Sheets used by the Patient Service Technicians to document their daily business activities. You are receiving this notification because it is possible your first name, last name and city may have been written on one or more of these Route Sheets inadvertently discarded. No insurance numbers, social security numbers, or other identifying information is recorded on the Route Sheet, as the information is limited to your name and city.

If you choose to do so, you may place a fraud alert on your credit report by taking the following steps:

- ✓ Call the toll-free numbers of anyone of the three major credit bureaus listed below to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.
 - Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
 - Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.
 - TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

- ✓ Order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.

- ✓ Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

While this incident was the result of an inadvertent error, the staff at Rhema Medical have been reeducated regarding the protection of PHI. In addition, a revised storage and archival process for records has been instituted.

If you have any questions or need additional information, you may contact the:

Information Management Department
Rotech Healthcare Inc
2600 Technology Drive
Orlando, FL 32804
(866) 882-4675.

We take very seriously our role of safeguarding your personal information and using it in an appropriate manner. On behalf of Rhema Medical, Rotech Healthcare Inc apologizes for the stress and worry this situation may cause you and is doing everything it can to rectify the situation.

Sincerely,

Robin L. Menchen
Chief Compliance Officer
Rotech Healthcare Inc.