

## Fort Simpson Records Breach Q&A

### What happened?

- On December 13, 2018 an individual notified the NTHSSA that they were in possession of a box of medical records from Fort Simpson.
- We do not yet have the records in our possession however we have been in contact with the individual who has them and asked that the records be immediately returned.
- We are asking that the individual with the records return them to us to prevent further breaches of patient information and so that we are able to determine the full scope of impact.

### What is the NTHSSA doing?

- We take the protection of privacy of NWT residents very seriously. We understand the importance of protecting personal health information in our custody and as health information custodians.
- Our first priority is to recover these records.
- Once the records have been recovered we will assess who has been impacted.
- Individuals who have been impacted will be contacted directly and be provided with a better understanding of what information may have been included in the documents.
- The NTHSSA has notified the Department of Health and Social Services, the Minister of Health and Social Services and the Northwest Territories Information and Privacy Commissioner.
- The NTHSSA is undertaking an investigation to determine where these records came from and how they came to be in the possession of an individual. This investigation will also focus on root causes, accountability, and on identifying any processes or procedures that need improvement.
- The NTHSSA has processes for the retention and destruction of records and will be reviewing those processes as part of our investigation.

### Who can I contact for more information and to understand whether or not I am impacted?

- Residents with questions can contact Sarah Day, Manager of Mental Health and Addictions at 867-695-6596 or [sarah\\_day@gov.nt.ca](mailto:sarah_day@gov.nt.ca).
- Note that until we do a full assessment of what records were found we may not have many details to share. Once this assessment is complete, all impacted individuals will be contacted. We will provide updates about timelines when more information is available.

### **What should you do if you find someone's health record?**

- We ask that anyone who finds, or thinks they have found, health or social services records to contact your local health centre and have the records returned immediately.
- If someone's health information is breached the NTHSSA has a responsibility to let those impacted know. Having records returned immediately helps ensure no further impacts to people whose information has been breached.