

Fort Simpson Records Breach Q&A: Update 12/19/18

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.
- On December 14, 2018 the individual with the box of records was served with a letter from the NTHSSA's legal counsel. The same day the Information and Privacy Commissioner of the Northwest Territories also contacted the individual and requested the files be returned.
- The files were turned over to RCMP in Fort Simpson on December 14. These files were transported to Yellowknife and turned over to the Information and Privacy Commissioner.

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.
- Now that the NTHSSA has access to the records we are working to determine where the records originated from.
- Notification of patients impacted by this breach is now being undertaken.
- Alongside the disclosure process the NTHSSA is undertaking an investigation focused on root causes, accountability, and on identifying any processes or procedures that need improvement.

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.
- Note that until a full assessment of what records were found is completed we may not have many details to share. Once this assessment is complete, all impacted individuals will be contacted.

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.

If you have information about this privacy breach:

- If you have details you wish to share about this specific privacy breach please contact the NTHSSA or the Information and Privacy Commissioner of the Northwest Territories at the contacts below:
 - NTHSSA: Natalie Campbell, Quality Management Specialist, South.
 - **Phone:** 867-872-6256
 - **Email:** natalie_campbell@gov.nt.ca
 - Information and Privacy Commissioner:
 - **Phone Number:** 1-867-669-0976
 - **Toll Free:** 1-888-521-7088
 - **Fax Number:** 1-867-920-2511
 - **Email Address:** admin@atipp-nt.ca