

Office of the
Chief Executive Officer
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Île-du-Prince-Édouard
Canada C1A 7N8

May 31, 2022

GYORGY KISS
64 RTE 13
CRAPAUD PE COA 1J0

Dear GYORGY KISS,

I am writing to inform you of a privacy breach that occurred at Health PEI that involves your personal health information.

On April 5, 2022, a Health PEI laptop computer was stolen from an employee's vehicle. The laptop contained information about patient visits to Emergency Departments at PEI hospitals. This included the following information about you:

- Demographic information, including your name, date of birth, health card number, gender and postal code; and
- Information about your visit(s) to the Emergency Department(s) between the dates of September 1, 2021 and October 13, 2021, including the reason for your visit, your diagnosis and the name of the physician(s) who treated you.

The theft of the laptop was reported to the Charlottetown Police Department immediately. The laptop was protected with a username and password. Additionally, the theft was reported to our information technology (IT) security staff, who were able to take quick actions to further reduce the risk of access to personal health information.

Unfortunately, there is still a small risk that your personal health information could have been accessed from the stolen laptop. For this reason and out of an abundance of caution, we are notifying you of the incident.

Health PEI takes the privacy of our patients, clients and residents very seriously and we are conducting a thorough investigation into this privacy breach. We have reported the incident to the Information and Privacy Commissioner, who will be reviewing our investigation. Please see the enclosed letter from the Commissioner's office for additional detail on her review of our investigation.

The risk of identity theft using stolen healthcare related information is generally considered to be low. The risk would be higher if foundational identifiers had been included in the information that was stolen, such as social insurance or passport numbers. We confirm that the information about you that was on the laptop did not include any of these higher risk pieces of information. You are not required to take any actions because of this incident; however, additional information about identity theft risks is available on the RCMP website (www.antifraudcentre-centreantifraude.ca).

I recognize that receiving this notification may be concerning to you and I would encourage you to contact us if you have any questions. You can contact us toll free at 1-855-506-3958 or by email to healthprivacy@ihis.org and your call or email will be returned within 3 to 5 business days. If you wish to obtain a copy of the specific information about you that was stored on the laptop, please contact us at the above-noted phone number.

On behalf of Health PEI, I sincerely apologize for this breach of your privacy and want to assure you that we are taking steps to ensure that similar breaches do not occur again in the future.

Sincerely,



Dr. Michael Gardam, MSc, MD, CM, MSc, FRCPC, CHE
Chief Executive Officer
Enclosure



Prince Edward Island Île-du-Prince-Édouard

Legislative Assembly

Assemblée législative

Information and
Privacy Commissioner
PO Box 2000, Charlottetown PE
Canada C1A 7N8

Commissaire à l'information et
à la protection de la vie privée
C.P. 2000, Charlottetown PE
Canada C1A 7N8

May 31, 2022

Dear Affected Individual,

Re: Notice of privacy breach
Our file reference: BRH-22-040

Health PEI notified us that someone stole a laptop which had personal health information about you on it. We know that this may be distressing news. Health PEI is still investigating and are cooperating fully with us.

When there is a privacy breach, we reach out to the affected individuals to tell them a little bit about what to expect from an investigation. Health PEI invited us to include this information with their letter to you.

We do not believe you were specifically targeted, or that the thief had access to any financial information. However, there is a chance they could have found your name, address, health card number, and health information about when you received care at a PEI hospital. They might be able to use this kind of information to help them impersonate you to receive medical treatment, prescription medications, or anything else covered by your public or private health insurance. Please keep this in mind if there are any unexpected claims on your insurance, or if your health care providers have any incorrect information about you.

We have not asked Health PEI to give us your actual health information, because we do not need it to review the actions of Health PEI. As you will see from their letter, Health PEI is prepared to answer your questions about what information was on the stolen laptop.

Attached is a brief description of how we deal with privacy breaches. We have asked Health PEI to give us a report on what happened, who was involved, and how Health PEI reacted to the breach. We also asked Health PEI to tell us if there are any gaps in their technical safety measures, or policies or practices that could have contributed to this theft, and how they will try to prevent a similar breach in the future.

When we have more information, we will put a summary on our website: oipc.pe.ca. We expect to post our summary by October 28, 2022, and you are invited to review it and give us your comments. You do not have to contact us but, if you have any questions about our process, please feel free to call us at (902) 368-4099 or email us at InfoPrivacy@assembly.pe.ca.

Sincerely,


Denise N. Doiron
Information and Privacy Commissioner