

## Donnett, Melissa [CORP]

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**From:** Stefanson, Carrie [CORP]  
**Sent:** Friday, August 23, 2019 10:39 AM  
**To:** Chou, Vincent  
**Cc:** Loiacono, Catherine [CORP]  
**Subject:** VCH Paging system.  
**Attachments:** IN\_VCH Paging system\_Aug 22, 2019.docx

Hi Vincent;

Here is our IN . It's still in draft form, <sup>s. 13</sup>

We told the reporter we would get back to her this AM. Thank you.

### **Carrie Stefanson**

Public Affairs Leader  
Vancouver Coastal Health  
Office: 604.708.5340  
Cell: 604.312.1148  
E: [carrie.stefanson@vch.ca](mailto:carrie.stefanson@vch.ca)

*In respect and gratitude, I recognize that I live, work and play on the traditional, unceded homelands of the Coast Salish People.*



## Donnett, Melissa [CORP]

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**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:04 AM  
**To:** Loiacono, Catherine [CORP]  
**Subject:** KM's for VCH paging system

### Key Messages:

- VCH has clear privacy protocols to protect patient information and we take breaches of privacy extremely seriously.
- VCH has no information to suggest private patient information has been breached or used in any malicious way.
- VCH is constantly looking for better ways to protect patient information. Those measures will improve with new technology.

### **Carrie Stefanson**

Public Affairs Leader  
Vancouver Coastal Health  
Office: 604.708.5340  
Cell: 604.312.1148  
E: [carrie.stefanson@vch.ca](mailto:carrie.stefanson@vch.ca)

*In respect and gratitude, I recognize that I live, work and play on the traditional, unceded homelands of the Coast Salish People.*



## **Donnett, Melissa [CORP]**

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**From:** Kor, Jayne [CORP] on behalf of VCH Information Privacy  
**Sent:** Friday, November 30, 2018 1:50 PM  
**To:** Wayte, Tristin [VC]  
**Cc:** Kopetsky, Darren [CORP]  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)

Here you go....

And thank you!!!

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)]  
Sent: Thursday, November 29, 2018 3:38 PM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Thank you Jayne,

As of yesterday, sensitive medical information was still being broadcast over the paging system.

Are patients currently being made aware that the privacy of their sensitive medical information is being compromised by the pager system? and is there a timeframe for stopping this privacy breach?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Sent: Monday, November 19, 2018 3:00pm  
To: "'Sarah Jamie Lewis (Open Privacy)'" <sarah@openprivacy.ca>, "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

The previous email has been received by VCH Privacy and earmarked for further review.

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
Sent: Monday, November 19, 2018 10:49 AM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

This is a follow up to the email we sent last week regarding a major breach of privacy across hospitals in Vancouver.

s. 15



We would appreciate a response to acknowledge receipt of this issue. If we do not receive a response within a week, we will assume that this is not the correct means of reporting this privacy issue and seek out other avenues.

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "Sarah Jamie Lewis (Open Privacy)" <sarah@openprivacy.ca>  
Sent: Monday, November 12, 2018 6:17pm  
To: [privacy@vch.ca](mailto:privacy@vch.ca)  
Subject: VGH Patient details being broadcast over radio (privacy breach)

Hi,

My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a non-profit privacy research organization based here in Vancouver.

Are you aware that <sup>s. 15</sup>

This information is unencrypted.

The quantity and sensitivity of the data being broadcast is very concerning and we would like to know if:

- a) you are aware that this is happening?
- b) a plan exists to fix the situation?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

## Donnett, Melissa [CORP]

---

**From:** Wayte, Tristin [VC] <Tristin.Wayte@vch.ca>  
**Sent:** Friday, November 30, 2018 3:11 PM  
**To:** VCH Information Privacy  
**Cc:** Kopetsky, Darren [CORP]  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)

**Categories:** Jayne

Hi Jayne, I think I need to understand exactly what is going on here - <sup>s. 13</sup>

-----Original Message-----

**From:** Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
**Sent:** Friday, November 30, 2018 1:50 PM  
**To:** Wayte, Tristin [VC]  
**Cc:** Kopetsky, Darren [CORP]  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)

Here you go....

And thank you!!!

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

**From:** Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
**Sent:** Thursday, November 29, 2018 3:38 PM  
**To:** VCH Information Privacy  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)

Thank you Jayne,

As of yesterday, sensitive medical information was still being broadcast over the paging system.

Are patients currently being made aware that the privacy of their sensitive medical information is being compromised by the pager system? and Is there a timeframe for stopping this privacy breach?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Sent: Monday, November 19, 2018 3:00pm  
To: "'Sarah Jamie Lewis (Open Privacy)'" <sarah@openprivacy.ca>, "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

The previous email has been received by VCH Privacy and earmarked for further review.

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
Sent: Monday, November 19, 2018 10:49 AM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

This is a follow up to the email we sent last week regarding a major breach of privacy across hospitals in Vancouver.

Sensitive patient details (name, age, gender, diagnosis, room assignment etc.) appear to be being broadcast (and can be intercepted using inexpensive equipment) across the Greater Vancouver Area. In addition to our previous mention of patients at VGH, it appears the issue affects patients at many (if not all) of the hospitals across Vancouver.

We would appreciate a response to acknowledge receipt of this issue. If we do not receive a response within a week, we will assume that this is not the correct means of reporting this privacy issue and seek out other avenues.


Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "Sarah Jamie Lewis (Open Privacy)" <sarah@openprivacy.ca>  
Sent: Monday, November 12, 2018 6:17pm  
To: privacy@vch.ca  
Subject: VGH Patient details being broadcast over radio (privacy breach)

Hi,

My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a non-profit privacy research organization based here in Vancouver.

Are you aware that <sup>s. 15</sup> 

This information is unencrypted.

The quantity and sensitivity of the data being broadcast is very concerning and we would like to know if:

- a) you are aware that this is happening?
- b) a plan exists to fix the situation?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society



## Donnett, Melissa [CORP]

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**From:** Kor, Jayne [CORP]  
**Sent:** Monday, December 03, 2018 9:42 AM  
**To:** Wayte, Tristin [VC]; Marmion, Sharon [VC]  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)

Hi Tristin, Sharon,

I fully agree: when I first read this, I thought, <sup>s. 22</sup> [REDACTED]

I could not verify if, and/or in what capacity, a paging system at VGH currently existed, much less if any "over broadcasting" of information occurred so I really appreciate your assistance.

Thank you!

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

**From:** Wayte, Tristin [VC] [mailto:Tristin.Wayte@vch.ca]  
**Sent:** Monday, December 03, 2018 9:11 AM  
**To:** Marmion, Sharon [VC]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)

Hi Sharon, following up on our brief street side chat last Fri, could you advise if Segal uses any kind of pager system? What is the degree of cell phone use in the building, and do staff use cell phones to discuss personal info?

s. 13 [REDACTED]

-----Original Message-----

From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
Sent: Monday, December 03, 2018 8:45 AM  
To: Wayte, Tristin [VC]  
Subject: FW: VGH Patient details being broadcast over radio (privacy breach)

For you...

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
Sent: Friday, November 30, 2018 2:23 PM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Hi Jayne,

Thank you for the information. VCH currently seems to have this listed as an unfilled vacancy ([https://www.google.com/search?client=firefox-b-ab&ei=GrcBXLmEG7Wx0PEPqZWWgAY&q=Director+of+Client+Relations+and+Risk+Management+to+investigate.&oq=Director+of+Client+Relations+and+Risk+Management+to+investigate.&gs\\_l=psy-ab.3...4543.4543..4719...0.0..0.50.50.1.....0....1..gws-wiz.....0i71.uRrZlctiUcs&ibp=htl;jobs&sa=X&ved=2ahUKewjppLKZk\\_3eAhU9HzQIHRc8A1cQp4wCMAB6BAgEEAs#htidocid=-r5RUJT-9HGfI4DBAAAAA%3D%3D](https://www.google.com/search?client=firefox-b-ab&ei=GrcBXLmEG7Wx0PEPqZWWgAY&q=Director+of+Client+Relations+and+Risk+Management+to+investigate.&oq=Director+of+Client+Relations+and+Risk+Management+to+investigate.&gs_l=psy-ab.3...4543.4543..4719...0.0..0.50.50.1.....0....1..gws-wiz.....0i71.uRrZlctiUcs&ibp=htl;jobs&sa=X&ved=2ahUKewjppLKZk_3eAhU9HzQIHRc8A1cQp4wCMAB6BAgEEAs#htidocid=-r5RUJT-9HGfI4DBAAAAA%3D%3D)) - is there a person currently in this position?

Sarah

-----Original Message-----

From: "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Sent: Friday, November 30, 2018 4:53pm  
To: "Sarah Jamie Lewis (Open Privacy)" <sarah@openprivacy.ca>, "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Afternoon Sarah,

This issue has been escalated to our Director of Client Relations and Risk Management to investigate.

Thank you for bringing it to our attention.

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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Thank you Jayne,

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Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Sent: Monday, November 19, 2018 3:00pm  
To: "'Sarah Jamie Lewis (Open Privacy)'" <sarah@openprivacy.ca>, "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

The previous email has been received by VCH Privacy and earmarked for further review.

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)]  
Sent: Monday, November 19, 2018 10:49 AM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

This is a follow up to the email we sent last week regarding a major breach of privacy across hospitals in Vancouver.

Sensitive patient details (name, age, gender, diagnosis, room assignment etc.) appear to be being broadcast (and can be intercepted using inexpensive equipment) across the Greater Vancouver Area. In addition to our previous mention of patients at VGH, it appears the issue affects patients at many (if not all) of the hospitals across Vancouver.

We would appreciate a response to acknowledge receipt of this issue. If we do not receive a response within a week, we will assume that this is not the correct means of reporting this privacy issue and seek out other avenues.

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "Sarah Jamie Lewis (Open Privacy)" <[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)>  
Sent: Monday, November 12, 2018 6:17pm  
To: [privacy@vch.ca](mailto:privacy@vch.ca)  
Subject: VGH Patient details being broadcast over radio (privacy breach)

Hi,

My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a non-profit privacy research organization based here in Vancouver.

Are you aware that <sup>s. 15</sup>

This information is unencrypted.

The quantity and sensitivity of the data being broadcast is very concerning and we would like to know if:

- a) you are aware that this is happening?
- b) a plan exists to fix the situation?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

## Donnett, Melissa [CORP]

---

**From:** Wayte, Tristin [VC]  
**Sent:** Monday, August 12, 2019 2:22 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: media inquiry - privacy breach

Sorry I'm not able to talk this afternoon.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 12, 2019 2:14 PM  
**To:** Wayte, Tristin [VC]  
**Subject:** RE: media inquiry - privacy breach

Hey Tristin,

What number can I reach you at?  
Mine's below



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
1108 – 601 West Broadway  
Vancouver, BC V5Z 4C2  
604-875-4925 Phone  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Wayte, Tristin [VC]  
**Sent:** Monday, August 12, 2019 2:13 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: media inquiry - privacy breach

Hi, yes I recall assisting with this, but since this was a privacy issue (as nebulous as it was) I would not be involved in reporting back to the person.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 12, 2019 2:09 PM

**To:** Wayte, Tristin [VC]  
**Subject:** RE: media inquiry - privacy breach

Hey Tristin,

This was what I have previously..... I think I had reached out to Risk (Darren) and forwarded as per his directive....

Privacy wasn't able to investigate at the time b/c details as to paging system and how the broadcast worked (or was supposed to work) were nebulous



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Wayte, Tristin [VC]  
**Sent:** Monday, August 12, 2019 1:56 PM  
**To:** Kor, Jayne [CORP]; Stefanson, Carrie [CORP]; Casson, Barbara [CORP]; Veres, Eva [CORP]  
**Subject:** RE: media inquiry - privacy breach

Hi, no that's not my recollection, as this was a privacy issue, and not PCQO. I was involved in following up with Segal as to whether there was any system in place there that could be broadcast as reported.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 12, 2019 1:55 PM  
**To:** Wayte, Tristin [VC]; Stefanson, Carrie [CORP]; Casson, Barbara [CORP]; Veres, Eva [CORP]  
**Subject:** RE: media inquiry - privacy breach

Hi Tristin,

I just left you a vm.

I looked back in my notes and folders: the email chain seems to indicate that this was passed to PCQO but that Privacy was still copied in for input.....

I'm at my desk if you'd like to chat and come up with a consistent reply to Sarah.

Cheers,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

Vancouver Coastal Health

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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---

**From:** Wayte, Tristin [VC]

**Sent:** Monday, August 12, 2019 1:06 PM

**To:** Stefanson, Carrie [CORP]; Casson, Barbara [CORP]; Veres, Eva [CORP]; Kor, Jayne [CORP]

**Subject:** RE: media inquiry - privacy breach

Hi, I recall Jayne led that one.

---

**From:** Stefanson, Carrie [CORP]

**Sent:** Monday, August 12, 2019 1:02 PM

**To:** Wayte, Tristin [VC]; Casson, Barbara [CORP]; Veres, Eva [CORP]

**Subject:** RE: media inquiry - privacy breach

This is what the [REDACTED] sent me. <sup>s. 13 s. 15</sup> [REDACTED]

In November Sarah Jamie Lewis, the executive director of Open Privacy, a non-profit privacy research organization based in Vancouver reported to your privacy office that <sup>s. 13 s. 15</sup> [REDACTED]

I'm requesting an interview with someone about this incident and what steps have been taken, if any, to investigate further.

Let me know if you have any further questions.

Thanks,



s. 22

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**From:** Wayte, Tristin [VC]  
**Sent:** Monday, August 12, 2019 12:55 PM  
**To:** Stefanson, Carrie [CORP] ; Casson, Barbara [CORP] ; Veres, Eva [CORP]  
**Subject:** RE: media inquiry - privacy breach

Hi, the name doesn't ring a bell for me – you Barb?

s. 13, s. 22

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, August 12, 2019 12:47 PM  
**To:** Casson, Barbara [CORP]; Wayte, Tristin [VC]  
**Subject:** media inquiry - privacy breach

Hi Barbara and Tristan:

Would you happen to know anything about this?

s. 22

Thx.

Date: August 12, 2019  
Reporter: s. 22  
Media Outlet:   
Contact Info

Deadline: August 23  
Call Time: 12:30pm  
Topic: My name is s. 22

I am emailing to request an in person interview with someone at Vancouver Coastal Health about a reported health data breach that was brought to your privacy office's attention in mid-November by Sarah Jamie Lewis.

I would like to speak to someone about what steps VCH is taking to investigate the report and what your data breach and privacy protocols are.

My deadline is end of this week but I am flexible if you require more time to find someone who can speak to me.

Please feel free to call or email with any further questions. I am in s. 22 and can be reached at s. 22 .

Lead: cs

Status: Asked reporter for additional information

Response:

**Carrie Stefanson**  
Public Affairs Leader  
Vancouver Coastal Health

Office: 604.708.5340  
Cell: 604.312.1148  
E: [carrie.stefanson@vch.ca](mailto:carrie.stefanson@vch.ca)

*In respect and gratitude, I recognize that I live, work and play on the traditional, unceded homelands of the Coast Salish People.*



## Donnett, Melissa [CORP]

---

**From:** Wayte, Tristin [VC]  
**Sent:** Monday, August 12, 2019 1:14 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** FW: media inquiry - privacy breach  
**Attachments:** RE: VGH Patient details being broadcast over radio (privacy breach)

Hi, I've attached the last info I had on this case.

---

**From:** Veres, Eva [CORP]  
**Sent:** Monday, August 12, 2019 1:06 PM  
**To:** Stefanson, Carrie [CORP]; Wayte, Tristin [VC]; Casson, Barbara [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: media inquiry - privacy breach

Hi everyone,

This was a case that Jayne Kor worked on (CID: 8559) and so she is in a better position to shed more light on the details.

Regards,  
Eva

Eva Veres  
Privacy Advisor (Audit), Information Privacy Office  
Vancouver Coastal Health Authority  
11th floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
[eva.veres@vch.ca](mailto:eva.veres@vch.ca)

604.875.4817



<http://www.vch.ca>

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**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, August 12, 2019 1:02 PM  
**To:** Wayte, Tristin [VC]; Casson, Barbara [CORP]; Veres, Eva [CORP]  
**Subject:** RE: media inquiry - privacy breach

This is what the [REDACTED] sent me. <sup>s. 13</sup> [REDACTED]

In November Sarah Jamie Lewis, the executive director of Open Privacy, a non-profit privacy research organization based in Vancouver reported to your privacy office that <sup>s. 13 s. 15</sup> [REDACTED]

I'm requesting an interview with someone about this incident and what steps have been taken, if any, to investigate further.

Let me know if you have any further questions.

Thanks,

s. 22

---

**From:** Wayte, Tristin [VC]

**Sent:** Monday, August 12, 2019 12:55 PM

**To:** Stefanson, Carrie [CORP] ; Casson, Barbara [CORP] ; Veres, Eva [CORP]

**Subject:** RE: media inquiry - privacy breach

Hi, the name doesn't ring a bell for me – you Barb?

s. 13, s. 22

---

**From:** Stefanson, Carrie [CORP]

**Sent:** Monday, August 12, 2019 12:47 PM

**To:** Casson, Barbara [CORP]; Wayte, Tristin [VC]

**Subject:** media inquiry - privacy breach

Hi Barbara and Tristan:

Would you happen to know anything about this?

Thx.

Date: August 12, 2019

Reporter:

Media Outlet:

Contact Info

Deadline: August 23

Call Time: 12:30pm

Topic: My name is

I am emailing to request an in person interview with someone at Vancouver Coastal Health about a reported health data breach that was brought to your privacy office's attention in mid-November by Sarah Jamie Lewis.

I would like to speak to someone about what steps VCH is taking to investigate the report and what your data breach and privacy protocols are.

My deadline is end of this week but I am flexible if you require more time to find someone who can speak to me.

Please feel free to call or email with any further questions. I am in [redacted] and can be reached at [redacted]

Lead: cs

Status: Asked reporter for additional information

Response:

**Carrie Stefanson**

Public Affairs Leader  
Vancouver Coastal Health  
Office: 604.708.5340  
Cell: 604.312.1148  
E: [carrie.stefanson@vch.ca](mailto:carrie.stefanson@vch.ca)

*In respect and gratitude, I recognize that I live, work and play on the traditional, unceded homelands of the Coast Salish People.*



## Donnett, Melissa [CORP]

---

**From:** Palmer, Catherine  
**Sent:** Wednesday, August 14, 2019 8:27 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** Automatic reply: The Patient Escort paging system

Thank you for your email.

s. 22 [REDACTED] will be returning to work on **Mon. Aug.19th 2019**

For assistance with:

**Training and Support:** [VAPCISCLINICALSUPPORT@vch.ca](mailto:VAPCISCLINICALSUPPORT@vch.ca)

**CMS** (Capacity Management Suite): [vchcmssupport@vch.ca](mailto:vchcmssupport@vch.ca)

**North Shore Coastal:** [NSCOASTALPCIS@vch.ca](mailto:NSCOASTALPCIS@vch.ca)

**HIM Team:** IMITS LM HIM SUPPORT [IMITSLMHIMSUPPORT@vch.ca](mailto:IMITSLMHIMSUPPORT@vch.ca)

Other escalations:

Manager: Tanico Tan

Tanico.Tan@phsa.ca

Cathy Palmer

Manager, Acute & Ambulatory Information Services, IMITS

Direct: 604-675-3939x21546

Cell: 604-785-6171

Fax: 604-806-9881

Email: catherine.palmer@phsa.ca

## Donnett, Melissa [CORP]

---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Wednesday, August 14, 2019 11:29 AM  
**To:** Loo, Cindy [CORP]; Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Super – thanks  
D

---

**From:** Loo, Cindy [CORP]  
**Sent:** Wednesday, August 14, 2019 11:27 AM  
**To:** Kopetsky, Darren [CORP]; Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Yes, Cathy is the manager of that team, but it appears <sup>s. 22</sup> [REDACTED]. She does have a team of analysts who could probably provide the information, but I suggest you reach out to Tanico first (covering manager).

Cindy

---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Wednesday, August 14, 2019 11:25 AM  
**To:** Loo, Cindy [CORP]; Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Thanks Cindy

It is Cathy Palmer that would be the contact person for the CMS support team? If not, who might that be?  
D

---

**From:** Loo, Cindy [CORP]  
**Sent:** Wednesday, August 14, 2019 10:02 AM  
**To:** Heim, Mary [VA]; Kopetsky, Darren [CORP]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

s. 13 s. 15  
[REDACTED]

s. 22, s. 13 s. 15  
[REDACTED]

You would need to connect with the CMS support team to discuss the technical aspects of the system.

Cindy

Cindy Loo, BComm., MA Lead.  
Manager  
Patient Flow, Access & Internal Patient Transport

Vancouver General Hospital  
Vancouver Coastal Health  
(T) 604-875-4111 local 69729  
(C) 778-875-6417  
(E) [cindy.loo@vch.ca](mailto:cindy.loo@vch.ca)

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---


**From:** Heim, Mary [VA]  
**Sent:** Wednesday, August 14, 2019 8:25 AM  
**To:** Kopetsky, Darren [CORP]  
**Cc:** Kor, Jayne [CORP]; Loo, Cindy [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Hi Darren,

s. 13 s. 15



s. 22, s. 13 s. 15



I have included Cathy Palmer on this email she will be able to answer any of your technical questions.

Best Regards,  
Mary

**Mary Heim**

Supervisor, Patient Transport VGH/UBCH  
Patient Flow and Access  
office-604-875-4111 local 62331  
cell-604-315-1309 [mary.heim@vch.ca](mailto:mary.heim@vch.ca)

---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Tuesday, August 13, 2019 3:06 PM  
**To:** Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** The Patient Escort paging system

Hi Mary



Further to my convoluted voicemail just now, can you please advise what details are transmitted through the Patient Escort paging system? See some additional questions below

We have been advised that <sup>s. 13 s. 15</sup>

I know that would certainly not be our intent, but please advise:

1. What details are transmitted through the Patient Escort paging system to Patient Escort pagers?
2. What is the brand / model / software of the system used to transmit that information?
3. Does that 'system' also have details of the patient diagnosis?
4. If not you, who is the VCH contact person for technical details about that system?

My colleague Jayne Kor in Privacy (54925) is running point on this, but I'm helping out on the sidelines

Darren

---

Darren Kopetsky  
Regional Director, Client Relations and Risk Management  
Vancouver Coastal Health  
855 12th Avenue West, #LBP-380  
Vancouver BC V5Z 1M9  
Phone: 604-875-4557 Cell: 604-376-4065  
Fax: 1-888-865-2941  
[darren.kopetsky@vch.ca](mailto:darren.kopetsky@vch.ca)

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 11:40 AM  
**To:** Kopetsky, Darren [CORP]  
**Subject:** RE: The Patient Escort paging system

Thanks Darren,

I called Mary Heim this morning at 8:00 (when I couldn't connect with Cathy) and got Tanico's info...

I left vms on his office and cell to connect with me.

I'll update as soon as I hear back,



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Wednesday, August 14, 2019 11:31 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** FW: The Patient Escort paging system

This might be him:

Tan, Tanico

- Manager, Acute & Ambulatory Information Systems, IMITS
- IMITS Acute & Ambulatory Information Services, PHSA
- [tanico.tan@phsa.ca](mailto:tanico.tan@phsa.ca)

- (604) 675-3939 x21550

---

**From:** Loo, Cindy [CORP]  
**Sent:** Wednesday, August 14, 2019 11:27 AM  
**To:** Kopetsky, Darren [CORP]; Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Yes, Cathy is the manager of that team, but it appears <sup>s. 22</sup> [REDACTED]. She does have a team of analysts who could probably provide the information, but I suggest you reach out to Tanico first (covering manager).

Cindy

---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Wednesday, August 14, 2019 11:25 AM  
**To:** Loo, Cindy [CORP]; Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Thanks Cindy

It is Cathy Palmer that would be the contact person for the CMS support team? If not, who might that be?  
D

---

**From:** Loo, Cindy [CORP]  
**Sent:** Wednesday, August 14, 2019 10:02 AM  
**To:** Heim, Mary [VA]; Kopetsky, Darren [CORP]  
**Cc:** Kor, Jayne [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

s. 13 s. 15  
[REDACTED]

s. 22, s. 13 s. 15  
[REDACTED]

You would need to connect with the CMS support team to discuss the technical aspects of the system.

Cindy

Cindy Loo, BComm., MA Lead.  
Manager  
Patient Flow, Access & Internal Patient Transport

Vancouver General Hospital  
Vancouver Coastal Health  
(T) 604-875-4111 local 69729

(C) 778-875-6417  
(E) [cindy.loo@vch.ca](mailto:cindy.loo@vch.ca)

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---

**From:** Heim, Mary [VA]  
**Sent:** Wednesday, August 14, 2019 8:25 AM  
**To:** Kopetsky, Darren [CORP]  
**Cc:** Kor, Jayne [CORP]; Loo, Cindy [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Hi Darren,

s. 13 s. 15

s. 22, s. 13 s. 15

I have included Cathy Palmer on this email she will be able to answer any of your technical questions.

Best Regards,  
Mary

**Mary Heim**

*Supervisor, Patient Transport VGH/UBCH  
Patient Flow and Access  
office-604-875-4111 local 62331  
cell-604-315-1309 [mary.heim@vch.ca](mailto:mary.heim@vch.ca)*

---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Tuesday, August 13, 2019 3:06 PM  
**To:** Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** The Patient Escort paging system

Hi Mary

Further to my convoluted voicemail just now, can you please advise what details are transmitted through the Patient Escort paging system? See some additional questions below

We have been advised that <sup>s. 15</sup>

I know that would certainly not be our intent, but please advise:

1. What details are transmitted through the Patient Escort paging system to Patient Escort pagers?

2. What is the brand / model / software of the system used to transmit that information?
3. Does that 'system' also have details of the patient diagnosis?
4. If not you, who is the VCH contact person for technical details about that system?

My colleague Jayne Kor in Privacy (54925) is running point on this, but I'm helping out on the sidelines

Darren

---

Darren Kopetsky  
Regional Director, Client Relations and Risk Management  
Vancouver Coastal Health  
855 12th Avenue West, #LBP-380  
Vancouver BC V5Z 1M9  
Phone: 604-875-4557 Cell: 604-376-4065  
Fax: 1-888-865-2941  
[darren.kopetsky@vch.ca](mailto:darren.kopetsky@vch.ca)

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP] on behalf of VCH Information Privacy  
**Sent:** Wednesday, August 14, 2019 12:03 PM  
**To:** Stefanson, Carrie [CORP]  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)

**Importance:** High

FYI.... What was sent to Sarah (original requester)



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 12:00 PM  
**To:** VCH Information Privacy; 'Sarah Jamie Lewis (Open Privacy)'  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hello Sarah,

This issue was received by the Privacy Office in November. At the time, we connected with VCH Risk Management and VCH Patient Care Quality Office to ask for help in determining what paging systems were in existence, how they operated and if they could readily be compromised as described by your email. (See email below)

- The only two paging systems that were identified was the overhead paging system (which does not contain any patient information)
  - Example: "code blue in T9"
- The other paging system identified is the patient escort system was deemed secure as it was sent to specific pager devices and didn't seem to rely on any radio connection.

Believing at the time of this request, that we looked into the matter and only identified two paging systems; both of which were thought secure, we [Privacy] thought we did not have anything further to investigate and/or were waiting for further details on another paging system.

However, I do acknowledge VCH Privacy should have circled back to you as the original requester rather than presuming our Client Relations and Risk Management had responded.

This was an unfortunate case where each thought the other had followed up and responded to you as the applicant when that was not the case.

In hindsight, this was an omission we are responsible for and I extend an acknowledgement and sincere apology on behalf of VCH Privacy.

We are committed to ensuring our clients' privacy is upheld. At this time, we have not identified any paging system used at VGH that compromises client privacy. Our investigation findings leads us to believe that patient information is protected and not being intercepted.

**Could you please provide more details and context such as what radio software, type of dongle, and how someone could intercept a recording?**

Sincere Regards,

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
Sent: Friday, November 30, 2018 1:53 PM  
To: 'Sarah Jamie Lewis (Open Privacy)'; VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Afternoon Sarah,

This issue has been escalated to our Director of Client Relations and Risk Management to investigate.

Thank you for bringing it to our attention.

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)]  
Sent: Thursday, November 29, 2018 3:38 PM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Thank you Jayne,

As of yesterday, sensitive medical information was still being broadcast over the paging system.

Are patients currently being made aware that the privacy of their sensitive medical information is being compromised by the pager system? and Is there a timeframe for stopping this privacy breach?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "VCH Information Privacy"  
Sent: Monday, November 19, 2018 3:00pm  
To: "'Sarah Jamie Lewis (Open Privacy)'" , "VCH Information Privacy"  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

The previous email has been received by VCH Privacy and earmarked for further review.

Jayne Kor



Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)]  
Sent: Monday, November 19, 2018 10:49 AM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

This is a follow up to the email we sent last week regarding a major breach of privacy across hospitals in Vancouver.

Sensitive patient details (name, age, gender, diagnosis, room assignment etc.) appear to be being broadcast (and can be intercepted using inexpensive equipment) across the Greater Vancouver Area. In addition to our previous mention of patients at VGH, it appears the issue affects patients at many (if not all) of the hospitals across Vancouver.

We would appreciate a response to acknowledge receipt of this issue. If we do not receive a response within a week, we will assume that this is not the correct means of reporting this privacy issue and seek out other avenues.

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "Sarah Jamie Lewis (Open Privacy)"  
Sent: Monday, November 12, 2018 6:17pm  
To: [privacy@vch.ca](mailto:privacy@vch.ca)  
Subject: VGH Patient details being broadcast over radio (privacy breach)

Hi,

My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a non-profit privacy research organization based here in Vancouver.

Are you aware that <sup>s. 15</sup>

This information is unencrypted.

The quantity and sensitivity of the data being broadcast is very concerning and we would like to know if:

- a) you are aware that this is happening?
- b) a plan exists to fix the situation?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 11:52 AM  
**To:** Stefanson, Carrie [CORP]  
**Subject:** RE: The Patient Escort paging system

Yup, will do.... Finishing the email to Sarah asking for further details now...

Thanks!



### Jayne Kor

Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Wednesday, August 14, 2019 11:51 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: The Patient Escort paging system

Hi Jane:

So, we know for sure the system cannot be picked up on the provided radio frequency, and we have protections to ensure this doesn't happen?

s. 13



Thx.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 11:46 AM  
**To:** Stefanson, Carrie [CORP]  
**Subject:** RE: The Patient Escort paging system

No worries – Are you agreeable with the verbage below?  
(I'll take out the CMS part for now until I hear back from them)

**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Wednesday, August 14, 2019 11:44 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: The Patient Escort paging system

Hi Jayne;  
Thanks for the info. If someone could please close the loop with Sarah, the complainant, it would be appreciated. I can deal with the media request and will copy you on the response.  
Thanks.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 11:40 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: The Patient Escort paging system

Hi Carrie,

Okay, here's the latest email I've gotten from Cindy Loo on the subject.

I reached out to Mary Heim who suggested I chat with Tanico Tan (whom I left vms for on both office line and cell)

Unfortunately Cathy Palmer, the subject matter expert on the technical side of things for CMS support team is not available until Monday <sup>s. 22</sup> [REDACTED]. Tanico is her interim as I understand from Mary.

I'll update as soon as I connect with Tanico and/or Cathy <sup>s. 22</sup> [REDACTED] as to what protections are in place to prevent patient information from being intercepted. I would think that the CMS support team would have to speak to that.

As discussed earlier on the phone, this issue was received by the Privacy Office in November. At the time, we did connect with Risk Management and PCQO to ask for help in determining what paging systems were in place.

The only two paging systems that were identified was the overhead paging system (which does not contain any patient information)

Example: “code blue in T9”

The other paging system identified is the patient escort system was deemed secure as it was sent to specific pager devices and didn’t seem to rely on any radio connection.

Believing at the time of this request, that we looked into the matter and only identified two paging systems; both of which were thought secure, we [Privacy] thought we did not have anything further to investigate and/or were waiting for further details on another paging system.

However, I do acknowledge Privacy should have circled back to the original requester rather than relying on Client Relations and Risk Management.

This was a case where each [Privacy and Risk Management] thought the other had followed it up or responded to the applicant where that was not the case and in hindsight, this was an omission we are responsible for. I extend an acknowledgement and apology on behalf of VCH Privacy for this.

That said, we're still currently no further in identifying a paging system used at VGH that compromises patient privacy. Our investigation findings leads us to believe that patient information is protected and not being intercepted.

If there is further evidence to the contrary, please ask the requestor provide more details and context.

Meanwhile, here’s what I’ve crafted to send to Sarah Jamie Lewis.

Hello Sarah,

This issue was received by the Privacy Office in November. At the time, we connected with VCH Risk Management and VCH Patient Care Quality Office to ask for help in determining what paging systems were in existence, how they operated and if they could readily be compromised as described by your email. (See email below)

The only two paging systems that were identified was the overhead paging system (which does not contain any patient information)

Example: “code blue in T9”

The other paging system identified is the patient escort system was deemed secure as it was sent to specific pager devices and didn’t seem to rely on any radio connection.

Believing at the time of this request, that we looked into the matter and only identified two paging systems; both of which were thought secure, we [Privacy] thought we did not have anything further to investigate and/or were waiting for further details on another paging system.

However, I do acknowledge VCH Privacy should have circled back to you as the original requester rather than presuming our Client Relations and Risk Management had responded.

This was an unfortunate case where each thought the other had followed up and responded to you as the applicant when that was not the case.

In hindsight, this was an omission we are responsible for and I extend an acknowledgement and sincere apology on behalf of VCH Privacy for this.

That said, we have not identified any paging system used at VGH that compromises patient privacy. Our investigation findings leads us to believe that patient information is protected and not being intercepted.

Our CMS security team can speak to  
[INSERT CMS’ ADVICE / EXPLANATION]

If there is further evidence to the contrary, please ask the requestor provide more details and context.

Sincere Regards,

-----Original Message-----

From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy

Sent: Friday, November 30, 2018 1:53 PM

To: 'Sarah Jamie Lewis (Open Privacy)'; VCH Information Privacy

Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Afternoon Sarah,

This issue has been escalated to our Director of Client Relations and Risk Management to investigate.

Thank you for bringing it to our attention.

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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Are you aware that <sup>s. 15</sup>

This information is unencrypted.



**Jayne Kor**  
Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Wednesday, August 14, 2019 10:37 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: The Patient Escort paging system

Hi Jane:

The reporter did follow up with me today, seeking to find out what protections are in place to prevent patient information from being intercepted.

She also wanted to know the process we follow when a potential data breach is received – and indicated it would seem VCH has let down the ball on this and not responded to a serious issue raised in November.

As mentioned, this is a media inquiry, and our department will provide a response. I told the reporter we would get back to her on Friday, and may need additional time.

Thank you.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 8:58 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** FW: The Patient Escort paging system

See below



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Heim, Mary [VA]  
**Sent:** Wednesday, August 14, 2019 8:25 AM  
**To:** Kopetsky, Darren [CORP]  
**Cc:** Kor, Jayne [CORP]; Loo, Cindy [CORP]; Palmer, Catherine  
**Subject:** RE: The Patient Escort paging system

Hi Darren,

s. 13 s. 15

s. 22, s. 13 s. 15

I have included Cathy Palmer on this email she will be able to answer any of your technical questions.

Best Regards,  
Mary

**Mary Heim**

*Supervisor, Patient Transport VGH/UBCH  
Patient Flow and Access  
office-604-875-4111 local 62331  
cell-604-315-1309 [mary.heim@vch.ca](mailto:mary.heim@vch.ca)*

---

**From:** Kopetsky, Darren [CORP]  
**Sent:** Tuesday, August 13, 2019 3:06 PM  
**To:** Heim, Mary [VA]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** The Patient Escort paging system

Hi Mary

Further to my convoluted voicemail just now, can you please advise what details are transmitted through the Patient Escort paging system? See some additional questions below

We have been advised that s. 13 s. 15

I know that would certainly not be our intent, but please advise:

1. What details are transmitted through the Patient Escort paging system to Patient Escort pagers?
2. What is the brand / model / software of the system used to transmit that information?
3. Does that 'system' also have details of the patient diagnosis?
4. If not you, who is the VCH contact person for technical details about that system?

My colleague Jayne Kor in Privacy (54925) is running point on this, but I'm helping out on the sidelines

Darren

---

Darren Kopetsky  
Regional Director, Client Relations and Risk Management



Vancouver Coastal Health  
855 12th Avenue West, #LBP-380  
Vancouver BC V5Z 1M9  
Phone: 604-875-4557 Cell: 604-376-4065  
Fax: 1-888-865-2941  
[darren.kopetsky@vch.ca](mailto:darren.kopetsky@vch.ca)

I respectfully acknowledge that I live and work within the ancestral, traditional, and unceded territory of the Coast Salish nations.

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## **Donnett, Melissa [CORP]**

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 12:00 PM  
**To:** VCH Information Privacy; 'Sarah Jamie Lewis (Open Privacy)'  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)

**Importance:** High

**Categories:** Jayne

Hello Sarah,

This issue was received by the Privacy Office in November. At the time, we connected with VCH Risk Management and VCH Patient Care Quality Office to ask for help in determining what paging systems were in existence, how they operated and if they could readily be compromised as described by your email. (See email below)

- The only two paging systems that were identified was the overhead paging system (which does not contain any patient information)
  - Example: "code blue in T9"
- The other paging system identified is the patient escort system was deemed secure as it was sent to specific pager devices and didn't seem to rely on any radio connection.

Believing at the time of this request, that we looked into the matter and only identified two paging systems; both of which were thought secure, we [Privacy] thought we did not have anything further to investigate and/or were waiting for further details on another paging system.

However, I do acknowledge VCH Privacy should have circled back to you as the original requester rather than presuming our Client Relations and Risk Management had responded.

This was an unfortunate case where each thought the other had followed up and responded to you as the applicant when that was not the case.

In hindsight, this was an omission we are responsible for and I extend an acknowledgement and sincere apology on behalf of VCH Privacy.

We are committed to ensuring our clients' privacy is upheld. At this time, we have not identified any paging system used at VGH that compromises client privacy. Our investigation findings leads us to believe that patient information is protected and not being intercepted.

**Could you please provide more details and context such as what radio software, type of dongle, and how someone could intercept a recording?**

Sincere Regards,

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca

<http://www.vch.ca>

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-----Original Message-----

From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
Sent: Friday, November 30, 2018 1:53 PM  
To: 'Sarah Jamie Lewis (Open Privacy)'; VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Afternoon Sarah,

This issue has been escalated to our Director of Client Relations and Risk Management to investigate.

Thank you for bringing it to our attention.

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [<mailto:sarah@openprivacy.ca>]  
Sent: Thursday, November 29, 2018 3:38 PM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Thank you Jayne,

As of yesterday, sensitive medical information was still being broadcast over the paging system.

Are patients currently being made aware that the privacy of their sensitive medical information is being compromised by the pager system? and Is there a timeframe for stopping this privacy breach?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "VCH Information Privacy"  
Sent: Monday, November 19, 2018 3:00pm  
To: "'Sarah Jamie Lewis (Open Privacy)'" , "VCH Information Privacy"  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

The previous email has been received by VCH Privacy and earmarked for further review.

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
Sent: Monday, November 19, 2018 10:49 AM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

This is a follow up to the email we sent last week regarding a major breach of privacy across hospitals in Vancouver.

Sensitive patient details (name, age, gender, diagnosis, room assignment etc.) appear to be being broadcast (and can be intercepted using inexpensive equipment) across the Greater Vancouver Area. In addition to our previous mention of patients at VGH, it appears the issue affects patients at many (if not all) of the hospitals across Vancouver.

We would appreciate a response to acknowledge receipt of this issue. If we do not receive a response within a week, we will assume that this is not the correct means of reporting this privacy issue and seek out other avenues.

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "Sarah Jamie Lewis (Open Privacy)"  
Sent: Monday, November 12, 2018 6:17pm  
To: privacy@vch.ca  
Subject: VGH Patient details being broadcast over radio (privacy breach)

Hi,

My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a non-profit privacy research organization based here in Vancouver.

Are you aware that <sup>s. 15</sup> 

This information is unencrypted.

The quantity and sensitivity of the data being broadcast is very concerning and we would like to know if:

- a) you are aware that this is happening?
- b) a plan exists to fix the situation?

Thanks,

Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 1:32 PM  
**To:** Chahal, Mickey [PHSA]; Bayne, James; Stouse, Paul [PH]; Tan, Tanico; Stefanson, Carrie [CORP]  
**Subject:** CID 8559 - VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hi Mickey, (et al)

In follow up to our phone conversation earlier this morning, here is a summary of the issue as requested.

A member of the public contacted VCH Privacy some time ago and has since pursued going to the media with an allegation that <sup>s. 13 s. 15</sup>

VCH Public Affairs (Carrie Stefanson) has been in contact with the media company and I have reached out to the original complainant to acquire further details as to how someone might access this information and what the steps involved are.

At first we [Privacy] were unsure even as to what paging system they were referring to. It has since been confirmed by the complainant they are referring to the paging system used by patient transporters. Mickey, I sent you the details of the step by steps in previous emails this morning.

Before Privacy / Public Affairs respond, we'd like to confer with IMITS, Voice / Switchboard, and the Spok Team in order to come up with a comprehensive and consistent response to both media and the original complainant.

To that end, I've emailed / called:  
I've reached out to Paul Stause (Switchboard)  
I've reached out to Tanico Tan (CMS)  
I've reached out to James Bayne (IMITS Security)  
and I've reached out to yourself (Spok)

I would like to confirm and verify the following:

<sup>s. 13 s. 15</sup>

I'm happy to set up a meeting in order to discuss crafting a response to both media and the original complainant. Hoping to do so by end of this week but more likely, earlier next week when we can get everyone schedules aligned to take a t-con

Thanks,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 1:43 PM  
**To:** Tan, Tanico  
**Cc:** Heim, Mary [VA]; Loo, Cindy [CORP]  
**Subject:** VGH Patient details being broadcast over radio (privacy breach)

Hi Tanico,

I left you a few voicemails today and thought also to try email.

Please give me a call (number below) as I'm hoping to glean your technical expertise in investigating a privacy matter.

Thanks in advance,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

1108 – 601 West Broadway

Vancouver, BC V5Z 4C2

604-875-4925 Phone

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## **Donnett, Melissa [CORP]**

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 2:14 PM  
**To:** Tan, Tanico  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis [mailto:[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)]  
Sent: Wednesday, August 14, 2019 1:02 PM  
To: Kor, Jayne [CORP]  
Cc: VCH Information Privacy  
Subject: Re: VGH Patient details being broadcast over radio (privacy breach)

Hi Jayne,

> In hindsight, this was an omission we are responsible for and I extend  
> an acknowledgement and sincere apology on behalf of VCH Privacy.

Thank you for this confirmation and apology. I'd have preferred that this issue would have been dealt with back in November, but I am incredibly glad to finally see your office taking this issue seriously.

> Could you please provide more details and context such as what radio  
> software, type of dongle,

Any rtl-sdr device capable of receiving frequencies in the paging range work (you can find a large list available for purchase on [amazon.ca](https://www.amazon.ca/s?k=rtlsdr&ref=nb_sb_noss) [https://www.amazon.ca/s?k=rtlsdr&ref=nb\\_sb\\_noss](https://www.amazon.ca/s?k=rtlsdr&ref=nb_sb_noss) for \$30-\$40). These devices are legal, readily available and are used for a variety of legitimate purposes. An antenna is also needed, but paging signals are very strong and so often the one included with the device is sufficient.

There is a variety of software that can be used to decode paging signals e.g. multimon-ng (<https://github.com/EliasOenal/multimon-ng>). There also exist commercial systems to also do this.

> and how someone could intercept a recording?

One would simply stream a paging frequency (using any rtlSDR enabled tool e.g. rtlSDR or gqrx) to multimon-ng (or use a hundred other different software or hardware configuration). The data will be printed out in the console.

> The other paging system identified is the patient escort system was  
> deemed secure as it was sent to specific pager devices and didn't seem  
> to rely on any radio connection.

This seems like it might be the system at fault. The data is structured, and seems to be machine-sent/read. (i.e. this isn't ad-hoc data). and contains the details I outlined below. It is also worth noting that paging network also broadcast descriptions of medical tests (e.g. X-ray) along with patient last names - I would assume this fits into the responsibilities of a patient escort system.

For clarification, \*all\* paging systems are broadcast over radio frequencies<sup>s. 13 s. 15</sup>, but other paging frequencies exist too).

\*Not\* to a particular device (generally the page gets sent to a centralized broadcasting hub, and then it is relayed across the network - there is never a direct path).

If the data is unencrypted (which in this case it is), then that means that the data is being broadcast all over the greater Vancouver area and is available to anyone who might receive it.

If you require more information, please let me know.

Thanks,  
Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

On Wednesday, August 14, 2019 6:59:31 PM PDT Kor, Jayne [CORP] wrote:

> Hello Sarah,

>

>

>

> This issue was received by the Privacy Office in November. At the  
> time, we connected with VCH Risk Management and VCH Patient Care  
> Quality Office to ask for help in determining what paging systems were  
> in existence, how they operated and if they could readily be  
> compromised as described by your email. (See email below)

>

>

> · The only two paging systems that were identified was the overhead  
> paging system (which does not contain any patient information)

> o Example: "code blue in T9"

>

> · The other paging system identified is the patient escort system  
> was deemed secure as it was sent to specific pager devices and didn't  
> seem to rely on any radio connection.

> Believing at the time of this request, that we looked into the matter  
> and only identified two paging systems; both of which were thought  
> secure, we [Privacy] thought we did not have anything further to  
> investigate and/or were waiting for further details on another paging system.

>  
>  
> However, I do acknowledge VCH Privacy should have circled back to you  
> as the original requester rather than presuming our Client Relations  
> and Risk Management had responded.

> This was an unfortunate case where each thought the other had followed  
> up and responded to you as the applicant when that was not the case.

> In hindsight, this was an omission we are responsible for and I extend  
> an acknowledgement and sincere apology on behalf of VCH Privacy.

>  
>  
> We are committed to ensuring our clients' privacy is upheld. At this  
> time, we have not identified any paging system used at VGH that  
> compromises client privacy. Our investigation findings leads us to  
> believe that patient information is protected and not being intercepted.

>  
>  
> Could you please provide more details and context such as what radio  
> software, type of dongle, and how someone could intercept a recording?

>  
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>  
> Sincere Regards,  
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>  
> Jayne Kor  
>  
> Privacy Advisor, Information Privacy Office  
>  
> Vancouver Coastal Health  
>  
> 601 West Broadway  
>  
> Vancouver, BC V5Z 4C2

>  
> jayne.kor@vch.ca  
>  
> http://www.vch.ca  
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>  
> -----Original Message-----  
> From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
> Sent: Friday, November 30, 2018 1:53 PM  
> To: 'Sarah Jamie Lewis (Open Privacy)'; VCH Information Privacy  
> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>  
>  
> Afternoon Sarah,  
>  
>  
>  
> This issue has been escalated to our Director of Client Relations and  
> Risk Management to investigate.

>  
>  
> Thank you for bringing it to our attention.

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> Jayne Kor  
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> Privacy Advisor, Information Privacy Office  
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> Vancouver Coastal Health  
>  
> 601 West Broadway  
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> Vancouver, BC V5Z 4C2  
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> jayne.kor@vch.ca  
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>  
> -----Original Message-----

>  
> From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
>  
> Sent: Thursday, November 29, 2018 3:38 PM  
>  
> To: VCH Information Privacy  
>  
> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>  
>  
> Thank you Jayne,  
>  
>  
>  
> As of yesterday, sensitive medical information was still being  
> broadcast over the paging system.

>  
>  
> Are patients currently being made aware that the privacy of their  
> sensitive medical information is being compromised by the pager  
> system? and Is there a timeframe for stopping this privacy breach?

>  
>  
> Thanks,  
>  
>  
>  
> Sarah Jamie Lewis  
>  
> Executive Director, Open Privacy Research Society

>  
>  
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>  
> -----Original Message-----  
>  
> From: "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
>  
> Sent: Monday, November 19, 2018 3:00pm  
>  
> To: "'Sarah Jamie Lewis (Open Privacy)'" <sarah@openprivacy.ca>, "VCH  
> Information Privacy" <vchinformationprivacy@vch.ca>  
  
> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>  
>  
> Good Morning,  
>  
>  
>  
> The previous email has been received by VCH Privacy and earmarked for  
> further review.

>  
>  
>  
>

> Jayne Kor  
>  
> Privacy Advisor, Information Privacy Office  
>  
> Vancouver Coastal Health  
>  
> 601 West Broadway  
>  
> Vancouver, BC V5Z 4C2  
>  
> jayne.kor@vch.ca  
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> <http://www.vch.ca>  
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> -----Original Message-----

>  
> From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
>  
> Sent: Monday, November 19, 2018 10:49 AM  
>  
> To: VCH Information Privacy  
>  
> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>  
>  
> Good Morning,  
>  
>  
>  
>  
> This is a follow up to the email we sent last week regarding a major

> breach of privacy across hospitals in Vancouver.

>

>

> Sensitive patient details (name, age, gender, diagnosis, room  
> assignment  
> etc.) appear to be being broadcast (and can be intercepted using  
> inexpensive equipment) across the Greater Vancouver Area. In addition  
> to our previous mention of patients at VGH, it appears the issue  
> affects patients at many (if not all) of the hospitals across Vancouver.

>

>

> We would appreciate a response to acknowledge receipt of this issue.  
> If we do not receive a response within a week, we will assume that  
> this is not the correct means of reporting this privacy issue and seek  
> out other avenues.

>

>

> Sarah Jamie Lewis

>

> Executive Director, Open Privacy Research Society

>

>

>

> -----Original Message-----

>

> From: "Sarah Jamie Lewis (Open Privacy)" <sarah@openprivacy.ca>

>

> Sent: Monday, November 12, 2018 6:17pm

>

> To: privacy@vch.ca

>

> Subject: VGH Patient details being broadcast over radio (privacy  
> breach)

>

>

>

> Hi,

>

>

>

> My name is Sarah Jamie Lewis, I am the executive director of Open  
> Privacy, a non-profit privacy research organization based here in Vancouver.

>

>

> Are you aware that <sup>s. 15</sup>

[REDACTED]



> s. 13 s. 15

This information is unencrypted.

>

>

> The quantity and sensitivity of the data being broadcast is very  
> concerning and we would like to know if:

>

>

> a) you are aware that this is happening?

>

> b) a plan exists to fix the situation?

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> Thanks,

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> Sarah Jamie Lewis

>

> Executive Director, Open Privacy Research Society

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 11:10 AM  
**To:** Chahal, Mickey [PHSA]  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)

And here is her response

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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Patients/clients/residents: please visit <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the common risks and limitations you should be aware of when communicating health information through email or text.

-----Original Message-----

From: Sarah Jamie Lewis [mailto:[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)]  
Sent: Wednesday, August 14, 2019 1:02 PM  
To: Kor, Jayne [CORP]  
Cc: VCH Information Privacy  
Subject: Re: VGH Patient details being broadcast over radio (privacy breach)

Hi Jayne,

> In hindsight, this was an omission we are responsible for and I extend an  
> acknowledgement and sincere apology on behalf of VCH Privacy.

Thank you for this confirmation and apology. I'd have preferred that this issue would have been dealt with back in November, but I am incredibly glad to finally see your office taking this issue seriously.

> Could you please provide more details and context such as what radio  
> software, type of dongle,

Any rtlsdr device capable of receiving frequencies in the paging range work (you can find a large list available for purchase on amazon.ca <https://>

www.amazon.ca/s?k=rtlsdr&ref=nb\_sb\_noss for \$30-\$40). These devices are legal, readily available and are used for a variety of legitimate purposes. And antenna is also needed, but paging signals are very strong and so often the one included with the device is sufficient.

There is a variety of software that can be used to decode paging signals e.g. multimon-ng (<https://github.com/EliasOenal/multimon-ng>). There also exist commercial systems to also do this.

> and how someone could intercept a recording?

One would simply stream a paging frequency (using any rtlsdr enabled tool e.g. rtlsdr or gqrx) to multimon-ng (or use a hundred other different software or hardware configuration). The data will be printed out in the console.

> The other paging system identified is the patient escort system  
> was deemed secure as it was sent to specific pager devices and didn't seem  
> to rely on any radio connection.

This seems like it might be the system at fault. The data is structured, and seems to be machine-sent/read. (i.e. this isn't ad-hoc data). and contains the details I outlined below. It is also worth noting that paging network also broadcast descriptions of medical tests (e.g. X-ray) along with patient last names - I would assume this fits into the responsibilities of a patient escort system.

For clarification, *\*all\** paging systems are broadcast over radio frequencies   but other paging frequencies exist too). <sup>1</sup>  
*\*Not\** to a particular device (generally the page gets sent to a centralized broadcasting hub, and then it is relayed across the network - there is never a direct path).

If the data is unencrypted (which in this case it is), then that means that the data is being broadcast all over the greater vancouver area and is available to anyone who might receive it.

If you require more information, please let me know.

Thanks,  
Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

On Wednesday, August 14, 2019 6:59:31 PM PDT Kor, Jayne [CORP] wrote:

> Hello Sarah,

>

>

>

> This issue was received by the Privacy Office in November. At the time, we  
> connected with VCH Risk Management and VCH Patient Care Quality Office to  
> ask for help in determining what paging systems were in existence, how they  
> operated and if they could readily be compromised as described by your

> email. (See email below)

>

>

> · The only two paging systems that were identified were the overhead  
> paging system (which does not contain any patient information)

> o Example: “code blue in T9”

>

> · The other paging system identified is the patient escort system  
> was deemed secure as it was sent to specific pager devices and didn’t seem  
> to rely on any radio connection.

> Believing at the time of this request, that we looked into the matter and  
> only identified two paging systems; both of which were thought secure, we  
> [Privacy] thought we did not have anything further to investigate and/or  
> were waiting for further details on another paging system.

>

>

> However, I do acknowledge VCH Privacy should have circled back to you as the  
> original requester rather than presuming our Client Relations and Risk  
> Management had responded.

> This was an unfortunate case where each thought the other had followed up  
> and responded to you as the applicant when that was not the case.

> In hindsight, this was an omission we are responsible for and I extend an  
> acknowledgement and sincere apology on behalf of VCH Privacy.

>

>

> We are committed to ensuring our clients’ privacy is upheld. At this time,  
> we have not identified any paging system used at VGH that compromises  
> client privacy. Our investigation findings lead us to believe that patient  
> information is protected and not being intercepted.

>

>

> Could you please provide more details and context such as what radio  
> software, type of dongle, and how someone could intercept a recording?

>

>

>

>

> Sincere Regards,

>

>

>

>

>

> Jayne Kor  
>  
> Privacy Advisor, Information Privacy Office  
>  
> Vancouver Coastal Health  
>  
> 601 West Broadway  
>  
> Vancouver, BC V5Z 4C2  
>  
> jayne.kor@vch.ca  
>  
> <http://www.vch.ca>

>  
>  
> The content of this e-mail, including any files attached, is confidential  
> and may be privileged. Any unauthorized copying or distribution is strictly  
> prohibited. If you receive this e-mail in error, please contact the sender  
> immediately and delete this e-mail.

>  
>  
> Patients/clients/residents: please visit  
> <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the  
> common risks and limitations you should be aware of when communicating  
> health information through email or text.

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>  
> -----Original Message-----  
> From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
> Sent: Friday, November 30, 2018 1:53 PM  
> To: 'Sarah Jamie Lewis (Open Privacy)'; VCH Information Privacy  
> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>  
>  
> Afternoon Sarah,  
>  
>  
>  
>  
> This issue has been escalated to our Director of Client Relations and Risk  
> Management to investigate.



> From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]

>

> Sent: Thursday, November 29, 2018 3:38 PM

>

> To: VCH Information Privacy

>

> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>

>

> Thank you Jayne,

>

>

>

> As of yesterday, sensitive medical information was still being broadcast  
> over the paging system.

>

>

> Are patients currently being made aware that the privacy of their sensitive  
> medical information is being compromised by the pager system? and Is there  
> a timeframe for stopping this privacy breach?

>

>

> Thanks,

>

>

>

> Sarah Jamie Lewis

>

> Executive Director, Open Privacy Research Society

>

>

>

> -----Original Message-----

>

> From: "VCH Information Privacy"

>

> Sent: Monday, November 19, 2018 3:00pm

>

> To: "'Sarah Jamie Lewis (Open Privacy)'" , "VCH  
> Information Privacy"

> Subject: RE: VGH Patient details being broadcast over radio (privacy  
> breach)

>

>

> Good Morning,

>

>  
>  
> The previous email has been received by VCH Privacy and earmarked for  
> further review.

>  
>  
>  
>  
> Jayne Kor  
>  
> Privacy Advisor, Information Privacy Office  
>  
> Vancouver Coastal Health  
>  
> 601 West Broadway  
>  
> Vancouver, BC V5Z 4C2  
>  
> jayne.kor@vch.ca  
>  
> <http://www.vch.ca>

>  
>  
>  
> The content of this e-mail, including any files attached, is confidential  
> and may be privileged. Any unauthorized copying or distribution is strictly  
> prohibited. If you receive this e-mail in error, please contact the sender  
> immediately and delete this e-mail.

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> Patients/clients/residents: please visit  
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> common risks and limitations you should be aware of when communicating  
> health information through email or text.

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>  
> -----Original Message-----  
>  
> From: Sarah Jamie Lewis (Open Privacy) [mailto:sarah@openprivacy.ca]  
>  
> Sent: Monday, November 19, 2018 10:49 AM  
>  
> To: VCH Information Privacy  
>  
> Subject: RE: VGH Patient details being broadcast over radio (privacy



> breach)

>

>

> Good Morning,

>

>

>

> This is a follow up to the email we sent last week regarding a major breach  
> of privacy across hospitals in Vancouver.

>

>

> Sensitive patient details (name, age, gender, diagnosis, room assignment  
> etc.) appear to be being broadcast (and can be intercepted using  
> inexpensive equipment) across the Greater Vancouver Area. In addition to  
> our previous mention of patients at VGH, it appears the issue affects  
> patients at many (if not all) of the hospitals across Vancouver.

>

>

> We would appreciate a response to acknowledge receipt of this issue. If we  
> do not receive a response within a week, we will assume that this is not  
> the correct means of reporting this privacy issue and seek out other  
> avenues.

>

>

> Sarah Jamie Lewis

>

> Executive Director, Open Privacy Research Society

>

>

>

> -----Original Message-----

>

> From: "Sarah Jamie Lewis (Open Privacy)"

>

> Sent: Monday, November 12, 2018 6:17pm

>

> To: [privacy@vch.ca](mailto:privacy@vch.ca)

>

> Subject: VGH Patient details being broadcast over radio (privacy breach)

>

>

>

> Hi,

>

>

>

> My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a  
> non-profit privacy research organization based here in Vancouver.

>

>

> Are you aware that <sup>s. 15</sup> [redacted]

[redacted]

This information is unencrypted.

>

>

> The quantity and sensitivity of the data being broadcast is very concerning

> and we would like to know if:

>

>

> a) you are aware that this is happening?

>

> b) a plan exists to fix the situation?

>

>

>

> Thanks,

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>

> Sarah Jamie Lewis

>

> Executive Director, Open Privacy Research Society

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## Donnett, Melissa [CORP]

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**From:** Bayne, James  
**Sent:** Thursday, August 15, 2019 11:53 AM  
**To:** Kor, Jayne [CORP]  
**Cc:** Boutin, Carol; Kocurek, Brad  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)

Hi Jayne, I can not recall if we had a conversation about this last year, however if it is still being raised as an issue can we link up. Can you confirm that VCH communications is aware and if any Information Note is being prepared?

Thanks

James

---

**From:** Boutin, Carol  
**Sent:** Thursday, August 15, 2019 11:19 AM  
**To:** Bayne, James  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Have you heard about this at all?

---

**From:** Taherzadeh, Sara  
**Sent:** Thursday, August 15, 2019 11:10 AM  
**To:** Chahal, Mickey [PHSA] <[mickey.chahal@phsa.ca](mailto:mickey.chahal@phsa.ca)>; Ashe, Mike <[mike.ashe@phsa.ca](mailto:mike.ashe@phsa.ca)>; Boutin, Carol <[Carol.Boutin@phsa.ca](mailto:Carol.Boutin@phsa.ca)>  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)

We need to work with Carol on this one

---

**From:** Chahal, Mickey [PHSA]  
**Sent:** Thursday, August 15, 2019 11:10 AM  
**To:** Ashe, Mike <[mike.ashe@phsa.ca](mailto:mike.ashe@phsa.ca)>  
**Cc:** Taherzadeh, Sara <[sara.taherzadeh2@phsa.ca](mailto:sara.taherzadeh2@phsa.ca)>  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hi Mike

Got a phone call from VCH Privacy regarding a potential privacy breach involving pages. In a nutshell they need our support to get a response to a media outlet by Friday. Lets chat about this when we meet this afternoon.

Thanks

Mickey

---

**From:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Sent:** August 15, 2019 11:08 AM

**To:** Chahal, Mickey [PHSA] <[mickey.chahal@phsa.ca](mailto:mickey.chahal@phsa.ca)>  
**Subject:** FW: VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hi Mickey,

In follow up to our conversation just now, here is what I sent to the original requestor



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 14, 2019 12:00 PM  
**To:** VCH Information Privacy; 'Sarah Jamie Lewis (Open Privacy)'  
**Subject:** RE: VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hello Sarah,

This issue was received by the Privacy Office in November. At the time, we connected with VCH Risk Management and VCH Patient Care Quality Office to ask for help in determining what paging systems were in existence, how they operated and if they could readily be compromised as described by your email. (See email below)

- The only two paging systems that were identified was the overhead paging system (which does not contain any patient information)
  - Example: "code blue in T9"
- The other paging system identified is the patient escort system was deemed secure as it was sent to specific pager devices and didn't seem to rely on any radio connection.

Believing at the time of this request, that we looked into the matter and only identified two paging systems; both of which were thought secure, we [Privacy] thought we did not have anything further to investigate and/or were waiting for further details on another paging system.

However, I do acknowledge VCH Privacy should have circled back to you as the original requester rather than presuming our Client Relations and Risk Management had responded.

This was an unfortunate case where each thought the other had followed up and responded to you as the applicant when that was not the case.

In hindsight, this was an omission we are responsible for and I extend an acknowledgement and sincere apology on behalf of VCH Privacy.

We are committed to ensuring our clients' privacy is upheld. At this time, we have not identified any paging system used at VGH that compromises client privacy. Our investigation findings leads us to believe that patient information is protected and not being intercepted.

**Could you please provide more details and context such as what radio software, type of dongle, and how someone could intercept a recording?**

Sincere Regards,

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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-----Original Message-----

From: Kor, Jayne [CORP] On Behalf Of VCH Information Privacy  
Sent: Friday, November 30, 2018 1:53 PM  
To: 'Sarah Jamie Lewis (Open Privacy)'; VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Afternoon Sarah,

This issue has been escalated to our Director of Client Relations and Risk Management to investigate.

Thank you for bringing it to our attention.

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [<mailto:sarah@openprivacy.ca>]

Sent: Thursday, November 29, 2018 3:38 PM

To: VCH Information Privacy

Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Thank you Jayne,

As of yesterday, sensitive medical information was still being broadcast over the paging system.

Are patients currently being made aware that the privacy of their sensitive medical information is being compromised by the pager system? and Is there a timeframe for stopping this privacy breach?

Thanks,

Sarah Jamie Lewis

Executive Director, Open Privacy Research Society

-----Original Message-----

From: "VCH Information Privacy"

Sent: Monday, November 19, 2018 3:00pm

To: "'Sarah Jamie Lewis (Open Privacy)'" , "VCH Information Privacy"

Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

The previous email has been received by VCH Privacy and earmarked for further review.

Jayne Kor

Privacy Advisor, Information Privacy Office

Vancouver Coastal Health

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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-----Original Message-----

From: Sarah Jamie Lewis (Open Privacy) [<mailto:sarah@openprivacy.ca>]  
Sent: Monday, November 19, 2018 10:49 AM  
To: VCH Information Privacy  
Subject: RE: VGH Patient details being broadcast over radio (privacy breach)

Good Morning,

This is a follow up to the email we sent last week regarding a major breach of privacy across hospitals in Vancouver.

Sensitive patient details (name, age, gender, diagnosis, room assignment etc.) appear to be being broadcast (and can be intercepted using inexpensive equipment) across the Greater Vancouver Area. In addition to our previous mention of patients at VGH, it appears the issue affects patients at many (if not all) of the hospitals across Vancouver.

We would appreciate a response to acknowledge receipt of this issue. If we do not receive a response within a week, we will assume that this is not the correct means of reporting this privacy issue and seek out other avenues.


Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

-----Original Message-----

From: "Sarah Jamie Lewis (Open Privacy)"  
Sent: Monday, November 12, 2018 6:17pm  
To: [privacy@vch.ca](mailto:privacy@vch.ca)  
Subject: VGH Patient details being broadcast over radio (privacy breach)

Hi,

My name is Sarah Jamie Lewis, I am the executive director of Open Privacy, a non-profit privacy research organization based here in Vancouver.

Are you aware that <sup>s. 15</sup> 

This information is unencrypted.

The quantity and sensitivity of the data being broadcast is very concerning and we would like to know if:

- a) you are aware that this is happening?
- b) a plan exists to fix the situation?

Thanks,

Sarah Jamie Lewis

Executive Director, Open Privacy Research Society



## Donnett, Melissa [CORP]

---

**From:** Stouse, Paul  
**Sent:** Thursday, August 15, 2019 1:57 PM  
**To:** Tan, Tanico; Kor, Jayne [CORP]; Chahal, Mickey [PHSA]; Bayne, James; Stefanson, Carrie [CORP]  
**Subject:** RE: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Thanks for clarifying Tanico.

Paul

---

**From:** Tan, Tanico  
**Sent:** Thursday, August 15, 2019 1:55 PM  
**To:** Stouse, Paul; Kor, Jayne [CORP]; Chahal, Mickey [PHSA]; Bayne, James; Stefanson, Carrie [CORP]  
**Subject:** RE: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Hi Paul,

s. 13 s. 15

Cheers!

### Vacation Alert August 19 to 30

Tanico Tan  
*Manager, Acute & Ambulatory Information Systems, IMITS*  
1885 W. Broadway St. Vancouver, BC, V6J 1Y5  
Office: 604-675-3939 ext. 21550  
Mobile: 604-341-4993  
Email: [Tanico.tan@phsa.ca](mailto:Tanico.tan@phsa.ca)

---

**From:** Stouse, Paul  
**Sent:** Thursday, August 15, 2019 1:41 PM  
**To:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Chahal, Mickey [PHSA] <[mickey.chahal@phsa.ca](mailto:mickey.chahal@phsa.ca)>; Bayne, James <[James.Bayne@phsa.ca](mailto:James.Bayne@phsa.ca)>; Tan, Tanico <[Tanico.Tan@phsa.ca](mailto:Tanico.Tan@phsa.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Hi Jayne,

Further to our telephone conversation this morning, the majority of PageNet pager holders across VCH, PHC and PHSA (VPP) carry **numeric** only pagers where only a numeric value is sent to the pager (e.g.: phone number or local).

s.  
13,  
s.  
15

Thank you.  
Paul

**Paul Stouse**

Manager, Voice and Switchboard  
Client Services, IMITS

**Vacation alert: August 28 – September 8, 2019 (inclusive)**

Mobile: 604-836-9019  
Email: [pstouse@phsa.ca](mailto:pstouse@phsa.ca)



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- [Providence Health Care](#)
- [BC Ministry of Health](#)

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 1:32 PM  
**To:** Chahal, Mickey [PHSA]; Bayne, James; Stouse, Paul [PH]; Tan, Tanico; Stefanson, Carrie [CORP]  
**Subject:** CID 8559 - VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hi Mickey, (et al)

In follow up to our phone conversation earlier this morning, here is a summary of the issue as requested.

A member of the public contacted VCH Privacy some time ago and has since pursued going to the media with an allegation that <sup>s. 13 s. 15</sup>

VCH Public Affairs (Carrie Stefanson) has been in contact with the media company and I have reached out to the original complainant to acquire further details as to how someone might access this information and what the steps involved are.

At first we [Privacy] were unsure even as to what paging system they were referring to. <sup>s. 13 s. 15</sup>

Mickey, I sent you the details of the step by steps in previous emails this morning.

Before Privacy / Public Affairs respond, we'd like to confer with IMITS, Voice / Switchboard, and the Spok Team in order to come up with a comprehensive and consistent response to both media and the original complainant.

To that end, I've emailed / called:  
I've reached out to Paul Stause (Switchboard)  
I've reached out to Tanico Tan (CMS)  
I've reached out to James Bayne (IMITS Security)  
and I've reached out to yourself (Spok)

I would like to confirm and verify the following:

s. 13 s. 15

[Redacted]

[Redacted]

[Redacted]

I'm happy to set up a meeting in order to discuss crafting a response to both media and the original complainant. Hoping to do so by end of this week but more likely, earlier next week when we can get everyone schedules aligned to take a t-con

Thanks,



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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**From:** [Kor, Jayne \[CORP\]](#)  
**To:** [Chahal, Mickey \[PHSA\]](#); [Bayne, James](#); [Stouse, Paul \[PH\]](#); [Tan, Tanico](#); [Stefanson, Carrie \[CORP\]](#); [Boutin, Carol](#); [Kocurek, Brad](#); [Wadham, Kelly](#)  
**Cc:** [Stouse, Paul](#); [Reyes-Metcalf, Judith](#); [Le, Rick](#)  
**Subject:** CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

---

Hello All,

Apologies for the short notice but I'm hoping to schedule a quick chat about this issue of paging info being intercepted before the weekend.

I realize that Brad and Tanico have conflicts at this time but it perhaps we could update them after.

Regards,

Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
1108 – 601 West Broadway  
Vancouver, BC V5Z 4C2  
604-875-4925 Phone  
jayne.kor@vch.ca <<mailto:jayne.kor@vch.ca>>  
<http://www.vch.ca> <<http://www.vch.ca>>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 3:05 PM  
**To:** Stouse, Paul  
**Cc:** Wadham, Kelly  
**Subject:** RE: Pager Broadcast

Done.



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Stouse, Paul  
**Sent:** Thursday, August 15, 2019 2:48 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Pager Broadcast

Hi Jayne,

Please invite Kelly Wadham, Interim Director, Mobility Program ([Kelly.wadham@phsa.ca](mailto:Kelly.wadham@phsa.ca)). Kelly oversees the Mobility team at PHSA which includes pagers.

Thank you.  
Paul

**Paul Stouse**

Manager, Voice and Switchboard  
Client Services, IMITS

**Vacation alert: August 28 – September 8, 2019 (inclusive)**

Mobile: [604-836-9019](tel:604-836-9019)

Email: [pstouse@phsa.ca](mailto:pstouse@phsa.ca)



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## Donnett, Melissa [CORP]

---

**From:** Tan, Tanico  
**Sent:** Wednesday, August 14, 2019 4:43 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Meeting VA Security concern

Hi Jayne,

I reviewed your emails. I think we need to involve James Bayne in this conversation. Brian Toy is the team lead under Cathy Palmer. <sup>s. 13</sup>



**Vacation Alert August 19 to 30**

Tanico Tan  
*Manager, Acute & Ambulatory Information Systems, IMITS*  
1885 W. Broadway St. Vancouver, BC, V6J 1Y5  
Office: 604-675-3939 ext. 21550  
Mobile: 604-341-4993  
Email: [Tanico.tan@phsa.ca](mailto:Tanico.tan@phsa.ca)

## Donnett, Melissa [CORP]

---

**From:** Boutin, Carol  
**Sent:** Thursday, August 15, 2019 2:23 PM  
**To:** Kor, Jayne [CORP]; Kocurek, Brad  
**Cc:** Bayne, James  
**Subject:** RE: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Thanks Jane.

Is Media Affairs doing an issue note? I can certainly support that work from an IMITS perspective.

Carol

**Carol Boutin**  
Communications Manager, IMITS, PHSA

**Direct:** 604-297-8385  
**Mobile:** 778-984-0133  
**Email:** [carol.boutin@phsa.ca](mailto:carol.boutin@phsa.ca)



---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 2:21 PM  
**To:** Boutin, Carol ; Kocurek, Brad  
**Cc:** Bayne, James  
**Subject:** FW: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hi Carol, Brad,

I just realized I sent this to James but omitted to copy you both in ..... apologies.

Thanks,

A handwritten signature in blue ink, appearing to read "Jayne Kor", is written over a light blue circular watermark.

**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 1:32 PM  
**To:** Chahal, Mickey [PHSA]; Bayne, James; Stouse, Paul [PH]; Tan, Tanico; Stefanson, Carrie [CORP]  
**Subject:** CID 8559 - VGH Patient details being broadcast over radio (privacy breach)  
**Importance:** High

Hi Mickey, (et al)

In follow up to our phone conversation earlier this morning, here is a summary of the issue as requested.

A member of the public contacted VCH Privacy some time ago and has since pursued going to the media with an allegation that <sup>s. 13 s. 15</sup> [REDACTED]

VCH Public Affairs (Carrie Stefanson) has been in contact with the media company and I have reached out to the original complainant to acquire further details as to how someone might access this information and what the steps involved are.

At first we [Privacy] were unsure even as to what paging system they were referring to. <sup>s. 13 s. 15</sup> [REDACTED]

Mickey, I sent you the details of the step by steps in previous emails this morning.

Before Privacy / Public Affairs respond, we'd like to confer with IMITS, Voice / Switchboard, and the Spok Team in order to come up with a comprehensive and consistent response to both media and the original complainant.

To that end, I've emailed / called:  
I've reached out to Paul Stause (Switchboard)  
I've reached out to Tanico Tan (CMS)  
I've reached out to James Bayne (IMITS Security)  
and I've reached out to yourself (Spok)

I would like to confirm and verify the following:

<sup>s. 13 s. 15</sup> [REDACTED]

I'm happy to set up a meeting in order to discuss crafting a response to both media and the original complainant. Hoping to do so by end of this week but more likely, earlier next week when we can get everyone schedules aligned to take a t-con

Thanks,



**Jayne Kor**  
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[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 15, 2019 3:16 PM  
**To:** Bayne, James  
**Subject:** RE: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Oh good.....PHEW: cuz you're one of the "critically essential" attendees... ☺



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Bayne, James  
**Sent:** Thursday, August 15, 2019 3:10 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Re: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Yes that works, wasn't showing on my phone but I see it now :)

James

On Aug 15, 2019, at 3:05 PM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Tomorrow 10:30 – 11 (Your calendar lists you as 'available')

**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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---

**From:** Bayne, James  
**Sent:** Thursday, August 15, 2019 2:51 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Re: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

What time are you looking at?

James

On Aug 15, 2019, at 2:40 PM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hello All,

Apologies for the short notice but I'm hoping to schedule a quick chat about this issue of paging info being intercepted before the weekend.

I realize that Brad and Tanico have conflicts at this time but it perhaps we could update them after.

Regards,

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

1108 – 601 West Broadway

Vancouver, BC V5Z 4G2

604-875-4925 Phone

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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**Donnett, Melissa [CORP]**

---

**From:** Bayne, James  
**Sent:** Thursday, August 15, 2019 5:03 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Re: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

This was Toronto but similar issue to what we are dealing with

<https://toronto.citynews.ca/2019/03/25/exclusive-patient-data-exposed-at-2-toronto-hospitals-privacy-commissioner-investigating/>

James

On Aug 15, 2019, at 1:31 PM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi Mickey, (et al)

In follow up to our phone conversation earlier this morning, here is a summary of the issue as requested.

A member of the public contacted VCH Privacy some time ago and has since pursued going to the media with an allegation that <sup>s. 13 s. 15</sup>

[REDACTED]

VCH Public Affairs (Carrie Stefanson) has been in contact with the media company and I have reached out to the original complainant to acquire further details as to how someone might access this information and what the steps involved are.

At first we [Privacy] were unsure even as to what paging system they were referring to. <sup>s. 13 s. 15</sup>

[REDACTED]

Mickey, I sent you the details of the step by steps in previous emails this morning.

Before Privacy / Public Affairs respond, we'd like to confer with IMITS, Voice / Switchboard, and the Spok Team in order to come up with a comprehensive and consistent response to both media and the original complainant.

To that end, I've emailed / called:

I've reached out to Paul Stause (Switchboard)

I've reached out to Tanico Tan (CMS)

I've reached out to James Bayne (IMITS Security)

and I've reached out to yourself (Spok)

I would like to confirm and verify the following:

<sup>s. 13 s. 15</sup>  
[REDACTED]

I'm happy to set up a meeting in order to discuss crafting a response to both media and the original complainant.

Hoping to do so by end of this week but more likely, earlier next week when we can get everyone schedules aligned to take a t-con

Thanks,

**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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**Donnett, Melissa [CORP]**

---

**From:** Bayne, James  
**Sent:** Friday, August 16, 2019 11:32 AM  
**To:** Kor, Jayne [CORP]; Ma, Hank [PHSA]  
**Cc:** Stefanson, Carrie [CORP]  
**Subject:** Re: IMITS content for Paging Briefing Note following today's meeting

Forgot to include Hank....

---

**From:** James Bayne  
**Date:** Friday, August 16, 2019 at 11:23 AM  
**To:** "Kor, Jayne [CORP]"  
**Cc:** "Stefanson, Carrie [CORP]"  
**Subject:** Re: IMITS content for Paging Briefing Note following today's meeting

Thanks Jane,

Hank Ma, copied will assist from a security perspective <sup>s. 22</sup> [REDACTED].

I will get him up to speed on the issue. Let me know if you receive a sample from the individual, if not we can always arrange to capture our own.

James

---

**From:** "Kor, Jayne [CORP]"  
**Date:** Friday, August 16, 2019 at 11:10 AM  
**To:** James Bayne  
**Cc:** "Stefanson, Carrie [CORP]"  
**Subject:** IMITS content for Paging Briefing Note following today's meeting

Hi James,

I'll carve out time early next week to prioritize this work if you could please identify a resource within your group to assist

Thanks in advance <sup>s. 22</sup> [REDACTED] !



Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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## Donnett, Melissa [CORP]

---

**From:** Reyes-Metcalf, Judith  
**Sent:** Tuesday, August 20, 2019 4:02 PM  
**To:** Kor, Jayne [CORP]; Le, Rick  
**Cc:** Palmer, Catherine  
**Subject:** RE: CMS Metrics  
**Attachments:** VA, RH, CW - Volume and Sample Pager Messages.xlsx

Hi Jayne,

Attached are the CMS Stats.

Please let us know if you have any further questions.

Thanks,  
Judith

**Judith Reyes-Metcalf**  
**Senior Manager,**  
**Acute & Ambulatory Information Solutions**  
Office: 604-675-3939 ext. 67901  
Blackberry: 604-828-0219

---

**From:** Reyes-Metcalf, Judith  
**Sent:** Tuesday, August 20, 2019 3:25 PM  
**To:** Kor, Jayne [CORP] ; Le, Rick  
**Cc:** Palmer, Catherine  
**Subject:** RE: CMS Metrics

Hi Jayne,

The Team has started compiling the info from CMS. We will send this to you shortly.

s. 13 s. 15



Thanks,  
Judith

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 16, 2019 11:18 AM  
**To:** Reyes-Metcalf, Judith <[jreyes@phsa.ca](mailto:jreyes@phsa.ca)>; Le, Rick <[Rick.Le@phsa.ca](mailto:Rick.Le@phsa.ca)>  
**Subject:** CMS Metrics  
**Importance:** High

Hi Judith and Rick,

To recap what was discussed on the t-con today, I'm hoping someone from your team (as Tanico is away can assist with the following metrics:

# of pages from CMS system per day that contains patient identifiers

# of pages from Pagnet system per day (of which CMS is a subset)

Some examples of info on pages

Thanks



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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## Donnett, Melissa [CORP]

---

**From:** Reyes-Metcalf, Judith  
**Sent:** Tuesday, August 20, 2019 3:25 PM  
**To:** Kor, Jayne [CORP]; Le, Rick  
**Cc:** Palmer, Catherine  
**Subject:** RE: CMS Metrics

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Jayne,

The Team has started compiling the info from CMS. We will send this to you shortly.

s. 13 s. 15

Thanks,  
Judith

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 16, 2019 11:18 AM  
**To:** Reyes-Metcalf, Judith ; Le, Rick  
**Subject:** CMS Metrics  
**Importance:** High

Hi Judith and Rick,

To recap what was discussed on the t-con today, I'm hoping someone from your team (as Tanico is away can assist with the following metrics:

# of pages from CMS system per day that contains patient identifiers  
# of pages from Pagnet system per day (of which CMS is a subset)  
Some examples of info on pages

Thanks



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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## Donnett, Melissa [CORP]

---

**From:** Wright, Joleen [CORP]  
**Sent:** Monday, August 19, 2019 12:45 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: briefing note template  
**Attachments:** Briefing Note template - March 2016.doc

Hi Jayne,

This one is from SET. Sorry, as usual, in meetings all morning!

Joleen

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 19, 2019 11:04 AM  
**To:** Wright, Joleen [CORP]  
**Subject:** briefing note template  
**Importance:** High

Hey Joleen,

Working on an issue that I want DRMO to be aware of and also looking for a briefing note template to plug into. Wondering if you have previous experience and can point me in right direction

Cheers,



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Leys, Tamara [VC]  
**Sent:** Tuesday, August 20, 2019 3:34 PM  
**To:** Becerra, Ana; Tam, Steven [CORP]  
**Cc:** Wright, Joleen [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: DRAFT Agenda- Access Audit Privacy and Security Committee - Aug 2019\_V2.docx  
**Attachments:** DRAFT Agenda- Access Audit Privacy and Security Committee - Aug 2019\_V2\_TL.docx

Ana & Steven,

I re-arranged a few things – see attachment.

Jayne would like to talk 15 min about Paging broadcast (which may cause a privacy breach) as well, so I added her as well to the agenda.

Joleen should update you tomorrow afternoon on whether Private MOA Agreement needs 20 min & approval will be requested next AAPS...

She may have an update on the HIS Policy from Janet as well... we'll see.

Joleen,

I'll put this as a "to do" in your calendar... So you can ignore this email for now!

Thanks!

Tamara

---

**From:** Becerra, Ana  
**Sent:** Tuesday, August 20, 2019 11:06 AM  
**To:** Tam, Steven [CORP]; Leys, Tamara [VC]  
**Subject:** DRAFT Agenda- Access Audit Privacy and Security Committee - Aug 2019\_V2.docx

**Donnett, Melissa [CORP]**

---

**From:** Reyes-Metcalf, Judith  
**Sent:** Wednesday, August 21, 2019 3:31 PM  
**To:** Kor, Jayne [CORP]  
**Cc:** Palmer, Catherine; Le, Rick  
**Subject:** Briefing Note Paging system Broadcast DRAFT 3  
**Attachments:** Briefing Note Paging system Broadcast DRAFT 3.doc

Hi Jayne,

Please see draft comments from the Team.

Thanks,  
Judith

*Judith Reyes-Metcalf*  
*Senior Manager,*  
*Acute & Ambulatory Information Solutions*  
Office: 604-675-3939 ext. 67901  
Blackberry: 604-828-0219

## Donnett, Melissa [CORP]

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Friday, August 23, 2019 12:59 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Issues Note, VCH paging system

Hi Jayne:

s. 13

Thx.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 23, 2019 11:14 AM  
**To:** Stefanson, Carrie [CORP]  
**Subject:** RE: Issues Note, VCH paging system

Understood.

Thanks!



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Friday, August 23, 2019 9:56 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Issues Note, VCH paging system

Hi Jayne: T

he Issues Note is only for our reference and MOH. The only public portion being released is the messaging.

Suggested response to media:

- VCH has clear privacy protocols to protect patient information and we take breaches of privacy extremely seriously.



- VCH has no information to suggest private patient information has been breached or used in any malicious way.
- VCH is constantly looking for better ways to protect patient information. Those measures will improve with new technology.

Thx.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 23, 2019 9:53 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: Issues Note, VCH paging system

Oops,

Sorry, I thought you were talking about the briefing note...

Do we have to include the metrics of:

- s. 13 s. 15

s. 13



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
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[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Friday, August 23, 2019 9:46 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Issues Note, VCH paging system

Issues note OK from your perspective? Thanks.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 23, 2019 9:33 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: Issues Note, VCH paging system

Hi Carrie,

Absolutely. s. 13 s. 15



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Thursday, August 22, 2019 3:21 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Issues Note, VCH paging system

Hi Jayne,

I've taken the higher level materials from your draft BN and compiled an Issues Note.

The Issues Notes are to inform our team and MOH, and the messaging is the information we share with the public and media.

Let me know if you have any concerns about the IN before I share it with MOH.

s. 13

Thank you.

**Carrie Stefanson**

Public Affairs Leader

Vancouver Coastal Health

Office: 604.708.5340

Cell: 604.312.1148

E: [carrie.stefanson@vch.ca](mailto:carrie.stefanson@vch.ca)

*In respect and gratitude, I recognize that I live, work and play on the traditional, unceded homelands of the Coast Salish People.*



**Donnett, Melissa [CORP]**

---

**From:** Bayne, James  
**Sent:** Monday, August 26, 2019 3:47 PM  
**To:** Kor, Jayne [CORP]; Tam, Steven [CORP]  
**Subject:** pagers

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Do we have a clear picture of all the areas using pagers?

s. 13 s. 15



s. 13 s. 15


James

## Donnett, Melissa [CORP]

---

**From:** Scott, Janet [PH] [Privacy]  
**Sent:** Monday, August 26, 2019 11:29 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: INTERNAL ONLY: Draft briefing note

Thx

Janet Scott ART MBA CIPP/C  
Leader, Information Access & Privacy  
Phone: 604-806-8336  
[jscott@providencehealth.bc.ca](mailto:jscott@providencehealth.bc.ca)  
[privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)  
Fax: 604-806-8894

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 26, 2019 11:11 AM  
**To:** Scott, Janet [PH] [Privacy]; Lake, Dawn [PHSA]  
**Subject:** INTERNAL ONLY: Draft briefing note  
**Importance:** High

Hi Janet, Dawn,

As promised here are the latest versions of the Briefing Note (more updates to come.... I'm sure)

Cheers,



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Janice Charnstrom <JCharnstrom@oipc.bc.ca>  
**Sent:** Monday, August 26, 2019 2:44 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Consolidated response/briefing note

Sounds good, Jayne,

Thank you. Something in writing would be best for me to pass on to the Comms team – just so I don't provide any inaccurate information.

Thanks again for your assistance.

Janice

---

**From:** Kor, Jayne [CORP] [mailto:Jayne.Kor@vch.ca]  
**Sent:** Monday, August 26, 2019 2:27 PM  
**To:** Janice Charnstrom  
**Subject:** RE: Consolidated response/briefing note

Hi Janice,

Of course. The briefing note is sitting with my director Steven Tam and I've already had several departments / org requests to share.

As soon as I have something to update, you'll be one of my first calls..... 😊



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]

**Sent:** Monday, August 26, 2019 1:06 PM

**To:** Kor, Jayne [CORP]

**Subject:** Consolidated response/briefing note

Hello Jayne,

Can you please share the media statement content (“consolidated response”) with us before it is released? To keep it simple (and one point of contact at this point), you can send it along to me and I will pass it along to our communications team.

We anticipate receiving calls from the public and media once it is released. Our communications team would appreciate a “heads up” to prepare.

Thank you,  
Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM Investigator**

**[Office of the Information and Privacy Commissioner for BC](#)**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

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## Donnett, Melissa [CORP]

---

**From:** Chiang, Charlene [CORP]  
**Sent:** Monday, August 26, 2019 3:59 PM  
**To:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: VGH paging system BN

s. 13 here's the latest between Carrie and reporter. The latest ask is in yellow.

-----

Hello Carrie,

Thank you for your response. Can you provide me with more details about what exactly you looked into and how you investigated?

It is our understanding that this data is still unencrypted on the frequency we mentioned.

Much appreciated,

s. 22

On Fri, Aug 23, 2019 at 2:08 PM Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)> wrote:

Hello s. 22

We've inquired about your query and what I can tell you is, Vancouver Coastal Health has clear privacy protocols to protect patient information and we take breaches of privacy extremely seriously.

We have no information to suggest private patient information has been breached or used in any malicious way. Vancouver Coastal Health is constantly looking for better ways to protect patient information. Those measures will improve with new technology.

Regards,

Carrie

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, August 26, 2019 3:51 PM  
**To:** Chiang, Charlene [CORP] ; Kor, Jayne [CORP]  
**Subject:** RE: VGH paging system BN

OK, I'm working on the BN. s. 13

Steven

---

**From:** Chiang, Charlene [CORP]  
**Sent:** Monday, August 26, 2019 2:45 PM  
**To:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Subject:** VGH paging system BN

Hi Steven, Jayne,

A friendly follow-up on the paging system BN and our call with the VA ops team. Steven – you weren't on the call but below is a summary of actions. Let me know if you want a quick debrief from me or Jayne.

Take-aways from the meeting today:

- Steven is leading on developing the BN to go to SET next Tuesday<sup>s. 13</sup> [REDACTED]
- IMITS to feed into the BN with potential IT solutions, rough estimates and considerations (Rick/Cathy)
- Patient identifiers –<sup>s. 13</sup> [REDACTED] (Susan/Cindy)
- OIPOBC response and update needed (Jayne)
- Media response and update needed (Carrie)

Board Chair Penny is interested in our potential solutions and next steps – I will keep her informed.

Thanks,  
Charlene

**Charlene Chiang**

Vice President, Communications and Strategic Partnerships  
Vancouver Coastal Health  
[charlene.chiang@vch.ca](mailto:charlene.chiang@vch.ca)  
D. 604 708 5280 | M. 604 805 1786



**Donnett, Melissa [CORP]**

---

**From:** Bayne, James  
**Sent:** Tuesday, August 27, 2019 11:37 AM  
**To:** Tam, Steven [CORP]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** Re: Radio faq

s. 13, s. 14

James

On Aug 27, 2019, at 11:30 AM, Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)> wrote:

Hi James,

s. 13, s. 14

Steven

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, August 26, 2019 5:15 PM  
**To:** Bayne, James  
**Cc:** Kor, Jayne [CORP]  
**Subject:** RE: Radio faq

s. 13, s. 14

Steven

---

**From:** Bayne, James  
**Sent:** Monday, August 26, 2019 4:22 PM  
**To:** Tam, Steven [CORP]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** Re: Radio faq

s. 13, s. 14

James

On Aug 26, 2019, at 4:05 PM, Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)> wrote:

Thanks, James. s. 13, s. 14

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 26, 2019 2:20 PM  
**To:** Bayne, James; Tam, Steven [CORP]  
**Subject:** RE: Radio faq

Thanks!

**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Bayne, James

**Sent:** Monday, August 26, 2019 12:17 PM

**To:** Kor, Jayne [CORP]; Tam, Steven [CORP]

**Subject:** Radio faq

s. 13, s. 14

James

## Donnett, Melissa [CORP]

---

**From:** Janice Charnstrom <JCharnstrom@oipc.bc.ca>  
**Sent:** Tuesday, August 27, 2019 10:08 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** OIPC File No - F19-80246\_VCHA\_BR Acknowledgement  
**Attachments:** F19-80246\_BR Acknowledgement.pdf

Hello Jayne,

I apologize for the multiple emails.

I just wanted to provide you with our file number for this matter in an acknowledgement email – in an effort to keep our correspondence organized going forward.

Thanks again,  
Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM Investigator**  
**[Office of the Information and Privacy Commissioner for BC](#)**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

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## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, August 27, 2019 11:15 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario and other

Fine to let the other HAs know however you think appropriate. Not sure if it needs to be coordinated through PHSA.

Thanks.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 10:52 AM  
**To:** Tam, Steven [CORP]  
**Subject:** FW: Question about Ontario and other

Hi Steven,

I'll be calling FHA today.

I'm wonder if this request to "share to other HAs" would be best served by connecting with PHSA and sending via EHWG distribution list (PHSA chairs) – your thoughts?

I'll also be contacting Ontario today.

As to Commissioner, I'll leave that at your discretion

Thanks,

Jayne

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Tuesday, August 27, 2019 9:24 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario and other

Hello Jayne,

1. I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

2. With regard to this particular file - I realize there are competing priorities; however, I would like to strongly emphasize the importance of containment of any patient personal information at this stage. Please do not delay providing me with information related to containment efforts as soon as you can.

Also, if the VCH Director, Steven Tam, would find it helpful to reach out to our office's Deputy Commissioner (Investigations) – her name is Oline Twiss – she can be reached at [otwiss@oipc.bc.ca](mailto:otwiss@oipc.bc.ca) or (250) 953 – 4138.

3. I have contacted the Ontario Information and Privacy Commissioner's office. I have yet to hear back regarding any information they may be able to offer related to this matter.

The newspaper article you provided contained the following information:

- It was the University Health Network (UHN) that was affected -> <https://www.uhn.ca/>
- Here is a link to the UHN privacy web page:

[https://www.uhn.ca/PatientsFamilies/Patient\\_Safety\\_Advocacy/Privacy](https://www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy)

However, I do not see the name or contact information published for the UHN Privacy Officer. Marc Toppings is listed as the Chief Legal Officer & Corporate Secretary in the UHN org chart.

The Privacy page of the UHN website contains the following contact information:

For more information about privacy at UHN, contact us at:

Phone: 416 340 4800 ext. 6937

Email: [privacy@uhn.ca](mailto:privacy@uhn.ca)

Jayne, thank you for your continued assistance with this matter.

Best regards,

Janice Charnstrom

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]

**Sent:** Monday, August 26, 2019 3:43 PM

**To:** Janice Charnstrom

**Subject:** RE: Question about Ontario

Hi Janice,

Understood.

Could I please ask the exact name of the healthcare authority and/or their privacy office contact?

I'll contact them this week.

Many thanks,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]  
**Sent:** Monday, August 26, 2019 12:28 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario

Hello Jayne,

Thank you for the phone call and for providing the link to the news story. I spoke to one of the Senior Investigators in our office re: the Ontario response to a similar issue. We believe that the most effective approach to discovering how Ontario dealt with the issue is for you to reach out to Ontario health authorities for the information. The information does not have to come through me or this office. I will only be looking at the BC health authority response to the potential breach.

Thank you for your attention and assistance with this matter.

Best regards,  
Janice

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]  
**Sent:** Monday, August 26, 2019 11:44 AM  
**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>  
**Subject:** RE: Hello and please call me when you have a chance

<https://toronto.citynews.ca/2019/03/25/exclusive-patient-data-exposed-at-2-toronto-hospitals-privacy-commissioner-investigating/>



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]

**Sent:** Friday, August 23, 2019 2:31 PM

**To:** Kor, Jayne [CORP]

**Subject:** Hello and please call me when you have a chance

Hello Jayne Kor,

My name is Janice. I am an OIPC Investigator. I left you a brief v/m on August 23<sup>rd</sup> shortly after 2pm.

Please give me call when you get a chance – my direct line is listed below in my signature.

If we do not connect today (Friday, August 23<sup>rd</sup>), I am back in the office on Monday, August 26<sup>th</sup>.

Best regards,  
Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM** *Investigator*

**Office of the Information and Privacy Commissioner for BC**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 2:36 PM  
**To:** Tam, Steven [CORP]  
**Subject:** RE: Question about Ontario and other

Hi Steven,

I just got off phone with Risk.

s. 22 [REDACTED] I've apprised them of situation and Jodi will be speaking to Dean Chittock s. 22 [REDACTED] to assign someone to this. I forwarded the pertinent parts of the briefing note and offered my number if they need more details  
Communications would be Carrie Stefanson I would assume.

When did you want to schedule this call?



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, August 27, 2019 1:53 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario and other

OK, thanks. We should also add Communications to the list of invitees.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 12:42 PM  
**To:** Tam, Steven [CORP]  
**Subject:** RE: Question about Ontario and other



Hi Steven,

s. 13, s. 14, s. 22

Cheers,  
Jayne

Sent from Workspace ONE Boxer

On Aug. 27, 2019 12:30 p.m., "Tam, Steven [CORP]" wrote:  
Hi Jayne,

s. 13, s. 14

Thanks.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 12:16 PM  
**To:** Tam, Steven [CORP]  
**Subject:** RE: Question about Ontario and other

Hi Steven,

s. 13, s. 14, s. 22

Jayne

Sent from Workspace ONE Boxer

On Aug. 27, 2019 12:01 p.m., "Tam, Steven [CORP]" wrote:  
Hi Jayne,

Thanks.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 10:52 AM  
**To:** Tam, Steven [CORP]  
**Subject:** FW: Question about Ontario and other

Hi Steven,

I'll be calling FHA today.

I'm wonder if this request to "share to other HAs" would be best served by connecting with PHSA and sending via EHWG distribution list (PHSA chairs) – your thoughts?

I'll also be contacting Ontario today.

As to Commissioner, I'll leave that at your discretion

Thanks,

Jayne

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Tuesday, August 27, 2019 9:24 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario and other

Hello Jayne,

1. I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

2. With regard to this particular file - I realize there are competing priorities; however, I would like to strongly emphasize the importance of containment of any patient personal information at this stage. Please do not delay providing me with information related to containment efforts as soon as you can.

Also, if the VCH Director, Steven Tam, would find it helpful to reach out to our office's Deputy Commissioner (Investigations) – her name is oline Twiss – she can be reached at [otwiss@oipc.bc.ca](mailto:otwiss@oipc.bc.ca) or (250) 953 – 4138.

3. I have contacted the Ontario Information and Privacy Commissioner's office. I have yet to hear back regarding any information they may be able to offer related to this matter.

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- It was the University Health Network (UHN) that was affected -> <https://www.uhn.ca/>
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[https://www.uhn.ca/PatientsFamilies/Patient\\_Safety\\_Advocacy/Privacy](https://www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy)

However, I do not see the name or contact information published for the UHN Privacy Officer. Marc Toppings is listed as the Chief Legal Officer & Corporate Secretary in the UHN org chart.

The Privacy page of the UHN website contains the following contact information:

For more information about privacy at UHN, contact us at:

Phone: 416 340 4800 ext. 6937

Email: [privacy@uhn.ca](mailto:privacy@uhn.ca)

Jayne, thank you for your continued assistance with this matter.

Best regards,

Janice Charnstrom

---

**From:** Kor, Jayne [CORP] [mailto:Jayne.Kor@vch.ca]

**Sent:** Monday, August 26, 2019 3:43 PM

**To:** Janice Charnstrom

**Subject:** RE: Question about Ontario

Hi Janice,

Understood.

Could I please ask the exact name of the healthcare authority and/or their privacy office contact?

I'll contact them this week.

Many thanks,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]  
**Sent:** Monday, August 26, 2019 12:28 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario

Hello Jayne,

Thank you for the phone call and for providing the link to the news story. I spoke to one of the Senior Investigators in our office re: the Ontario response to a similar issue. We believe that the most effective approach to discovering how Ontario dealt with the issue is for you to reach out to Ontario health authorities for the information. The information does not have to come through me or this office. I will only be looking at the BC health authority response to the potential breach.

Thank you for your attention and assistance with this matter.

Best regards,  
Janice

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]  
**Sent:** Monday, August 26, 2019 11:44 AM  
**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>  
**Subject:** RE: Hello and please call me when you have a chance

<https://toronto.citynews.ca/2019/03/25/exclusive-patient-data-exposed-at-2-toronto-hospitals-privacy-commissioner-investigating/>



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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Patients/clients/residents: please visit <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the common risks and limitations you should be aware of when communicating health information through email or text.

---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]  
**Sent:** Friday, August 23, 2019 2:31 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Hello and please call me when you have a chance

Hello Jayne Kor,

My name is Janice. I am an OIPC Investigator. I left you a brief v/m on August 23<sup>rd</sup> shortly after 2pm.

Please give me call when you get a chance – my direct line is listed below in my signature.

If we do not connect today (Friday, August 23<sup>rd</sup>), I am back in the office on Monday, August 26<sup>th</sup>.

Best regards,  
Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM** *Investigator*

**[Office of the Information and Privacy Commissioner for BC](#)**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

Follow us on [Twitter](#) | [JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)



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## Donnett, Melissa [CORP]

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Wednesday, August 28, 2019 1:04 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications

Hi Jayne; I've dialed in. Thx.

---

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 28, 2019 12:01 PM  
**To:** Kon, Janina [VC] <janina.kon@vch.ca>; Loiacono, Catherine [CORP] <catherine.loiacono@vch.ca>; Stefanson, Carrie [CORP] <Carrie.Stefanson@vch.ca>  
**Cc:** Tam, Steven [CORP] <Steven.Tam@vch.ca>  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications

Hi all,

U19 Boardroom - 601 Broadway has been reserved for this  
As well as T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code:  
s. 15

Jayne

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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-----Original Appointment-----

**From:** Kon, Janina [VC]  
**Sent:** Wednesday, August 28, 2019 11:56 AM  
**To:** Kon, Janina [VC]; Loiacono, Catherine [CORP]; Stefanson, Carrie [CORP]; Kor, Jayne [CORP]  
**Cc:** Tam, Steven [CORP]  
**Subject:** Response to Open Privacy/general questions for Legal on media communications  
**When:** Wednesday, August 28, 2019 1:00 PM-1:30 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** U19 Boardroom - 601 Broadway or on T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code: s. 15

Carrie – your schedule is blocked off so I have picked a time that Catherine’s schedule shows availability.

Jayne can you confirm meeting location and teleconference line if needed?

I return from my next meeting just before 1pm  
Janina

---

**From:** Kon, Janina [VC]  
**Sent:** Wednesday, August 28, 2019 11:53 AM  
**To:** Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Cc:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Hello All:

I have revised the Open Privacy letter – please see the attached. s. 13, s. 14

I will send an invite for a call this afternoon to discuss the attached and any questions you may have for me about initial media communications.

Catherine – I will leave it to you as to whether you wish to attend or will leave things to Carrie.

Regards,

Janina

---

**From:** Loiacono, Catherine [CORP]  
**Sent:** Wednesday, August 28, 2019 9:39 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Hi Janina,

Thanks for sharing this and thanks for keeping us in the loop. s. 13, s. 14

Please let me know if we can help with another edit.

Thanks,  
Catherine

**Catherine Loiacono**  
Director of Public Affairs and Stakeholder Relations

Vancouver Coastal Health Authority  
D: 604 708 5312 M: 604 313 5645  
E: [Catherine.loiacono@vch.ca](mailto:Catherine.loiacono@vch.ca)  
After-Hours: 604 202 2012

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Tuesday, August 27, 2019 4:57 PM  
**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Cc:** Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Oh, no rush. I keep my director, Catherine looped in as well, as I know members of SET are quite interested in this. Will send her the correspondence to date. Thx.

---

**From:** Kon, Janina [VC]  
**Sent:** Tuesday, August 27, 2019 4:56 PM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Thanks Carrie:

I'll review this before I leave today.

Regards,

Janina

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Tuesday, August 27, 2019 4:45 PM  
**To:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Cc:** Kon, Janina [VC]  
**Subject:** RE: Response to Open Privacy

Thanks for taking the lead on this, Janina.

I had just finished some quick edits, <sup>s. 13, s. 14</sup>

You may not need this – but figured I would send it along anyway. Thx.

---

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, August 27, 2019 4:33 PM  
**To:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Hi both,

s. 13, s. 14



s. 13, s. 14

Thanks.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 3:38 PM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** Response to Open Privacy  
**Importance:** High

Hi Carrie,

s. 13

Please see below and let me know your thoughts.

Thanks,

Jayne

Hi Sarah,

Thank you for bringing this issue to the attention of VCH.

You are correct that at certain locations, the paging system used by patient transporters, a legacy system using unencrypted broadcast technology, conveys personal information. This patient related sensitive information can be intercepted with the simple purchase of a \$30-\$40 device and poses a privacy risk VCH and other health authorities must address.

VCH's reliance on legacy broadcast technologies has been a concern that VCH has undertaken to address. We have an in-flight project funded to implement a secure messaging system; namely, Spok Mobile, to replace PageNet across the Health Authority. In other VCH sites, Pagenet has been phased out in favor of newer encryption capable technologies like smart phones. <sup>s. 15</sup>

VCH Privacy is currently investigating how widespread this use of technology is, and what degree of personal information is being conveyed. To that end, I politely ask again how you or your organization came to know discover this and if you retain any patient information.

While there is no evidence that this technology is being actively exploited for malicious purposes or identity theft within criminal forums on the internet. With additional media attention there is a higher likelihood that this could be leveraged by local criminals

s. 13 s. 15

- In the interim, we will investigate the possibility of work-flow changes; s. 13 s. 15
- We have apprised the OIPC of this situation and are working with them to ensure every feasible measure is taken to safeguard patient data.
- VCH is contacting other health authorities to apprise them of this situation that they are also susceptible
- VCH Privacy will work with our IT Security, Risk Management and Mobile Device Vendors on long term solutions and timelines

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 3:40 PM  
**To:** Loiacono, Catherine [CORP]; Kon, Janina [VC]; Stefanson, Carrie [CORP]; Kor, Jayne [CORP]  
**Cc:** Nam, Daniel [CORP]  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications  
**Attachments:** Briefing Note Paging system Broadcast - DRAFT2019Aug28.doc

Further to my email below, <sup>s. 13, s. 14</sup> [REDACTED].

Steven

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 3:24 PM  
**To:** Loiacono, Catherine [CORP]  
**Cc:** Kon, Janina [VC] ; Stefanson, Carrie [CORP] ; Kor, Jayne [CORP]  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications

OK, here is shortened version.

Steven

---

**From:** Loiacono, Catherine [CORP]  
**Sent:** Wednesday, August 28, 2019 3:11 PM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Cc:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** Re: Response to Open Privacy/general questions for Legal on media communications

Is it possible to trim this by about a third?

Sent from my iPhone

On Aug 28, 2019, at 3:06 PM, Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)> wrote:

Thanks all. <sup>s. 13, s. 14</sup> [REDACTED]

Do we still need a call this afternoon as Catherine has suggested?

Steven

---

**From:** Kon, Janina [VC]  
**Sent:** Wednesday, August 28, 2019 3:00 PM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>;

Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications

Hello All << File: Paging system - Open Privacy letter - ST2019Aug28.JK.docx >> :

s. 13, s. 14

– see attached.

Janina

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Wednesday, August 28, 2019 2:56 PM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications

Hi all;

Looks good – s. 13 << File: VCH Paging\_cs edits.docx >>

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 2:43 PM  
**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** RE: Response to Open Privacy/general questions for Legal on media communications

Here is my proposed message to Open Privacy. Have I missed anything? I welcome any final thoughts.  
Thanks.

<< File: Paging system - Open Privacy letter - ST2019Aug28.docx >>

Steven

-----Original Appointment-----

**From:** Kon, Janina [VC]  
**Sent:** Wednesday, August 28, 2019 11:56 AM  
**To:** Kon, Janina [VC]; Loiacono, Catherine [CORP]; Stefanson, Carrie [CORP]; Kor, Jayne [CORP]  
**Cc:** Tam, Steven [CORP]  
**Subject:** Response to Open Privacy/general questions for Legal on media communications  
**When:** Wednesday, August 28, 2019 1:00 PM-1:30 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** Jayne Kor to confirm

Carrie – your schedule is blocked off so I have picked a time that Catherine’s schedule shows availability.

Jayne can you confirm meeting location and teleconference line if needed?

I return from my next meeting just before 1pm

Janina

---

**From:** Kon, Janina [VC]  
**Sent:** Wednesday, August 28, 2019 11:53 AM  
**To:** Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Cc:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Hello All:

I have revised the Open Privacy letter – please see the attached s. 13, s. 14

I will send an invite for a call this afternoon to discuss the attached and any questions you may have for me about initial media communications.  
Catherine – I will leave it to you as to whether you wish to attend or will leave things to Carrie.

Regards,

Janina

**From:** Loiacono, Catherine [CORP]  
**Sent:** Wednesday, August 28, 2019 9:39 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Hi Janina,

Thanks for sharing this and thanks for keeping us in the loop s. 13, s. 14

Please let me know if we can help with another edit.

Thanks,  
Catherine

**Catherine Loiacono**  
Director of Public Affairs and Stakeholder Relations  
Vancouver Coastal Health Authority  
D: 604 708 5312 M: 604 313 5645  
E: [Catherine.loiacono@vch.ca](mailto:Catherine.loiacono@vch.ca)  
After-Hours: 604 202 2012

**From:** Stefanson, Carrie [CORP]  
**Sent:** Tuesday, August 27, 2019 4:57 PM

**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Cc:** Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Oh, no rush. I keep my director, Catherine looped in as well, as I know members of SET are quite interested in this. Will send her the correspondence to date. Thx.

**From:** Kon, Janina [VC]  
**Sent:** Tuesday, August 27, 2019 4:56 PM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Thanks Carrie:


I'll review this before I leave today.

Regards,

Janina

**From:** Stefanson, Carrie [CORP]  
**Sent:** Tuesday, August 27, 2019 4:45 PM  
**To:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Cc:** Kon, Janina [VC]  
**Subject:** RE: Response to Open Privacy


Thanks for taking the lead on this, Janina.

I had just finished some quick edits, <sup>s. 13, s. 14</sup> 

  
You may not need this – but figured I would send it along anyway. Thx.

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, August 27, 2019 4:33 PM  
**To:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Subject:** RE: Response to Open Privacy

Hi both,

<sup>s. 13, s. 14</sup> 

  
Thanks.

Steven

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 27, 2019 3:38 PM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** Response to Open Privacy  
**Importance:** High

Hi Carrie,

s. 13



Please see below and let me know your thoughts.

Thanks,

Jayne

Hi Sarah,

Thank you for bringing this issue to the attention of VCH.


You are correct that at certain locations, the paging system used by patient transporters, a legacy system using unencrypted broadcast technology, conveys personal information. This patient related sensitive information can be intercepted with the simple purchase of a \$30-\$40 device and poses a privacy risk VCH and other health authorities must address.

VCH's reliance on legacy broadcast technologies has been a concern that VCH has undertaken to address. We have an in-flight project funded to implement a secure messaging system; namely, Spok Mobile, to replace PageNet across the Health Authority. In other VCH sites, Pagenet has been phased out in favor of newer encryption capable technologies like smart phones. However, not all VCH locations have been upgraded.

VCH Privacy is currently investigating how widespread this use of technology is, and what degree of personal information is being conveyed. To that end, I politely ask again how you or your organization came to know discover this and if you retain any patient information.

While there is no evidence that this technology is being actively exploited for malicious purposes or identity theft within criminal forums on the internet. With additional media attention there is a higher likelihood that this could be leveraged by local criminals

s. 13 s. 15



- In the interim, we will investigate the possibility of work-flow changes, <sup>s. 13 s. 15</sup> [REDACTED]
- We have apprised the OIPC of this situation and are working with them to ensure every feasible measure is taken to safeguard patient data.
- VCH is contacting other health authorities to apprise them of this situation that they are also susceptible
- VCH Privacy will work with our IT Security, Risk Management and Mobile Device Vendors on long term solutions and timelines

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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**From:** [Kor, Jayne \[CORP\]](#)  
**To:** [Hamilton, Seana-Lee](#)  
**Subject:** Briefing Note DRAFT 6 - and hopefully final  
**Date:** Tuesday, August 27, 2019 3:53:25 PM  
**Attachments:** [Briefing Note Paging system Broadcast DRAFT 6.doc](#)  
[image002.png](#)  
**Importance:** High

---

Hi Seana-Lee,

The briefing note is sitting with my director Steven Tam s. 13, s. 14.

Meanwhile, I opened up a file with OIPC (F19-80246)

The investigator, Janice Charnstrom asked:

Hello Jayne,

1. I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

**Thank you!**



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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**From:** [Kor, Jayne \[CORP\]](#)  
**To:** [Chilton, Cindy \[VA\]](#)  
**Subject:** RE: Briefing Note DRAFT 6 - and hopefully final  
**Date:** Tuesday, August 27, 2019 4:12:56 PM  
**Attachments:** [image002.png](#)  
[image003.jpg](#)  
[image004.jpg](#)

---

Hi Cindy,

It will likely have a t-con option for those who cannot attend in person.

As to frequency, I just asked Steven when he would like to schedule it and am waiting on response so I can't currently comment –I'll let you know as soon as I do.

Thanks



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Chilton, Cindy [VA]  
**Sent:** Tuesday, August 27, 2019 4:09 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** FW: Briefing Note DRAFT 6 - and hopefully final

Hi Jayne – can you give me a sense of how often you anticipate these meetings will take place, over what period of time (ie for the next how many months?) and will attendance need to be in person or is t-con going to be an option? I will then bring forward to Dean C with that info.

Thx, Cindy

**Cindy Chilton**

**VA Dept of Medical Affairs**

Executive Assistant to **Dr. Dean Chittock**,  
VP Medicine, Quality & Safety & Executive Sponsor RSEC, VCH  
& Senior Medical Director, VA and  
**Dr. Bill Henderson**, Medical Site Lead, UBCH, VA  
117 - LBP1 - 855 West 12th Avenue  
Vancouver, BC V5Z 1M9  
PHONE: 604-875-5465  
FAX: 604-875-5701  
EMAIL: [cindy.chilton@vch.ca](mailto:cindy.chilton@vch.ca)

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---

**From:** Hooper, Jodi [VC]  
**Sent:** Tuesday, August 27, 2019 2:58 PM  
**To:** Chittock, Dean [VA]  
**Cc:** Chilton, Cindy [VA]; Kor, Jayne [CORP]; Dvorak, Marcel [VA]

**Subject:** FW: Briefing Note DRAFT 6 - and hopefully final

**Importance:** High

Hi Dean,

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The issue is summarized in the attached briefing note but basically there is accessible hardware that when dialed it to the correct frequency, can access health care paging systems. PHSA, Providence and FHA have been alerted as well as the OIPC. This briefing note is specific to VA but Steven Tam is going to update to make it a wider scope (thread below).

Please let me know if this is something you would like VA Risk to take on in s. 22.

Thanks,

Jodi

**Jodi Hooper, MSW RSW**

**Director - Client Relations & Risk Management**

Medical Affairs, Vancouver Acute

LBP 380-855 West 12<sup>th</sup> Ave

Vancouver, BC V5Z 1M9

Office: 604.875.4111 ext. 68458

Fax: 604.875.5545 // E-Mail: [Jodi.Hooper@vch.ca](mailto:Jodi.Hooper@vch.ca)

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[Redacted]

[Redacted] We probably need to organize a call that includes affected stakeholders: Privacy/Legal, IMITS Security, CMS, Risk Mgmt and Mobile Device (Mike Ashe) Team as well as Communications.



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

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**Sent:** Friday, August 23, 2019 9:37 AM  
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**Cc:** Stefanson, Carrie [CORP]; Kocurek, Brad  
**Subject:** RE: Briefing Note DRAFT 6 - and hopefully final  
**Importance:** High

Thank you James!

Here is the version you edited.

s. 13



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

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[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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**Sent:** Thursday, August 22, 2019 11:26 PM  
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**Cc:** Stefanson, Carrie [CORP]; Kocurek, Brad  
**Subject:** Re: Briefing Note DRAFT 5 - and hopefully final

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James

**From:** "Kor, Jayne [CORP]"

**Date:** Thursday, August 22, 2019 at 3:08 PM

**To:** Steven Tam

**Cc:** James Bayne , "Stefanson, Carrie [CORP]"

**Subject:** Briefing Note DRAFT 5 - and hopefully final

Hi Steven,

As promised, the simply worded document with the changes we discussed.

s. 13

I've also copied James and Carrie.

Thank you!



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

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**To:** [Tam, Steven \[CORP\]](#); [Hooper, Jodi \[VC\]](#); [Muniak, Allison \[CORP\]](#); [Chittock, Dean \[VA\]](#)  
**Cc:** [Kor, Jayne \[CORP\]](#); [Nam, Daniel \[CORP\]](#)  
**Subject:** Re: Briefing Note DRAFT 6 - and hopefully final  
**Date:** Monday, September 09, 2019 11:07:04 AM  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)

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Thanks Steven and Jodi!

Don

---

Donald E G Griesdale MD MPH  
Associate Vice President of Medicine, Quality & Safety  
Vancouver Coastal Health

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---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, September 9, 2019 10:56 AM  
**To:** Hooper, Jodi [VC]; Griesdale, Donald [VA]; Muniak, Allison [CORP]; Chittock, Dean [VA]  
**Cc:** Kor, Jayne [CORP]; Nam, Daniel [CORP]  
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Steven

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Jodi

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Thanks,

Jodi

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Medical Affairs, Vancouver Acute

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Office: 604.875.4111 ext. 68458

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We probably need to organize a call that includes affected stakeholders: Privacy/Legal, IMITS Security, CMS, Risk Mgmt and Mobile Device (Mike Ashe) Team as well as Communications.

cid:image001.png@01D11231.7783F850



**Jayne Kor**

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**Cc:** Stefanson, Carrie [CORP]; Kocurek, Brad

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Thank you James!

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s. 13

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**Subject:** Re: Briefing Note DRAFT 5 - and hopefully final

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James

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**Date:** Thursday, August 22, 2019 at 3:08 PM  
**To:** Steven Tam <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Cc:** James Bayne <[James.Bayne@phsa.ca](mailto:James.Bayne@phsa.ca)>, "Stefanson, Carrie [CORP]" <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
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**Cc:** [Kor, Jayne \[CORP\]](#); [Nam, Daniel \[CORP\]](#)  
**Subject:** RE: Briefing Note DRAFT 6 - and hopefully final  
**Date:** Monday, September 09, 2019 11:22:25 AM  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)

---

Hi Allison,

s. 13 s. 15, s. 14

Steven

---

**From:** Muniak, Allison [CORP]  
**Sent:** Monday, September 09, 2019 11:16 AM  
**To:** Tam, Steven [CORP] ; Hooper, Jodi [VC] ; Griesdale, Donald [VA] ; Chittock, Dean [VA]  
**Cc:** Kor, Jayne [CORP] ; Nam, Daniel [CORP]  
**Subject:** Re: Briefing Note DRAFT 6 - and hopefully final

Hi All,

s. 13 s. 15, s. 14

Please let me know how Don and I can help,  
Allison

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**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
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### Vancouver Coastal Health

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### Vancouver Coastal Health

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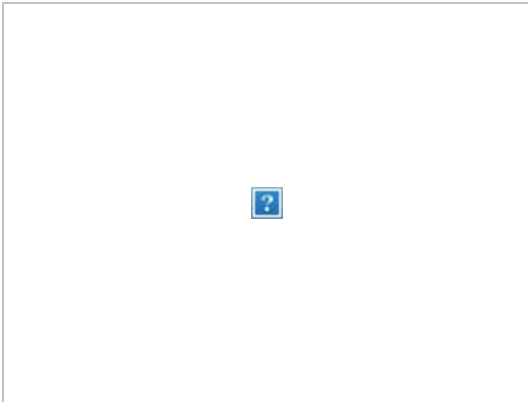
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## Donnett, Melissa [CORP]

---

**From:** Janice Charnstrom <JCharnstrom@oipc.bc.ca>  
**Sent:** Wednesday, August 28, 2019 10:09 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario and other

Good morning, Jayne,

I heard back from the Ontario Information and Privacy Commissioner's office. Unfortunately, they did not have any further information to offer as the health authority matter was resolved informally at their intake stage and there was no information publicized on it.

Can you please let me know what steps VCHA is taking toward containment of individuals' personal information at this stage? (for example and as an interim measure : limiting the amount of patient personal information contained in any digital pager transmissions).

Thank you, Jayne.

Best regards,  
Janice

---

**From:** Kor, Jayne [CORP] [mailto:Jayne.Kor@vch.ca]  
**Sent:** Tuesday, August 27, 2019 1:34 PM  
**To:** Janice Charnstrom  
**Subject:** RE: Question about Ontario and other

Hi Janice,

Much appreciated.

I'm sorry I don't know the timeline but will update as soon as I have any info.

Cheers,



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]  
**Sent:** Tuesday, August 27, 2019 11:45 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario and other

Thank you for confirming, Jayne.  
I will let you know if I receive any useful information from Ontario IPC.

Do you have any idea approximately when the “consolidated response” may be ready?

Best regards,  
Janice

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]  
**Sent:** Tuesday, August 27, 2019 11:31 AM  
**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>  
**Subject:** RE: Question about Ontario and other

Hi Janice,

Thank you so much!  
I'll follow up with Ontario.  
I'm calling FHA today in any case and will start reaching out to other authorities.  
I've also made Steven aware of this.

Cheers,

Jayne

Sent from Workspace ONE Boxer

On Aug. 27, 2019 9:24 a.m., Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)> wrote:

Hello Jayne,

1. I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.  
<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

2. With regard to this particular file - I realize there are competing priorities; however, I would like to strongly emphasize the importance of containment of any patient personal information at this stage. Please do not delay providing me with information related to containment efforts as soon as you can.

Also, if the VCH Director, Steven Tam, would find it helpful to reach out to our office's Deputy Commissioner (Investigations) – her name is Oline Twiss – she can be reached at [otwiss@oipc.bc.ca](mailto:otwiss@oipc.bc.ca) or (250) 953 – 4138.

3. I have contacted the Ontario Information and Privacy Commissioner's office. I have yet to hear back regarding any information they may be able to offer related to this matter.

The newspaper article you provided contained the following information:

- It was the University Health Network (UHN) that was affected -> <https://www.uhn.ca/>
- Here is a link to the UHN privacy web page:

[https://www.uhn.ca/PatientsFamilies/Patient\\_Safety\\_Advocacy/Privacy](https://www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy)

However, I do not see the name or contact information published for the UHN Privacy Officer. Marc Toppings is listed as the Chief Legal Officer & Corporate Secretary in the UHN org chart.

The Privacy page of the UHN website contains the following contact information:

For more information about privacy at UHN, contact us at:

Phone: 416 340 4800 ext. 6937

Email: [privacy@uhn.ca](mailto:privacy@uhn.ca)

Jayne, thank you for your continued assistance with this matter.

Best regards,

Janice Charnstrom

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]

**Sent:** Monday, August 26, 2019 3:43 PM

**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>

**Subject:** RE: Question about Ontario

Hi Janice,

Understood.

Could I please ask the exact name of the healthcare authority and/or their privacy office contact?

I'll contact them this week.

Many thanks,



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]  
**Sent:** Monday, August 26, 2019 12:28 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Question about Ontario

Hello Jayne,

Thank you for the phone call and for providing the link to the news story. I spoke to one of the Senior Investigators in our office re: the Ontario response to a similar issue. We believe that the most effective approach to discovering how Ontario dealt with the issue is for you to reach out to Ontario health authorities for the information. The information does not have to come through me or this office. I will only be looking at the BC health authority response to the potential breach.

Thank you for your attention and assistance with this matter.

Best regards,  
Janice

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]  
**Sent:** Monday, August 26, 2019 11:44 AM  
**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>  
**Subject:** RE: Hello and please call me when you have a chance

<https://toronto.citynews.ca/2019/03/25/exclusive-patient-data-exposed-at-2-toronto-hospitals-privacy-commissioner-investigating/>



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]  
**Sent:** Friday, August 23, 2019 2:31 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Hello and please call me when you have a chance

Hello Jayne Kor,

My name is Janice. I am an OIPC Investigator. I left you a brief v/m on August 23<sup>rd</sup> shortly after 2pm.

Please give me call when you get a chance – my direct line is listed below in my signature.

If we do not connect today (Friday, August 23<sup>rd</sup>), I am back in the office on Monday, August 26<sup>th</sup>.

Best regards,  
Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM Investigator**  
**[Office of the Information and Privacy Commissioner for BC](#)**  
4th Floor, 947 Fort Street, Victoria BC V8V 3K3  
tel. 250 - 356 - 0791 | fax 250-387-1696  
Follow us on [Twitter](#) | [JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)



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**Donnett, Melissa [CORP]**

---

**From:** Seeman, Susan [VA]  
**Sent:** Wednesday, August 28, 2019 9:46 AM  
**To:** Kor, Jayne [CORP]  
**Cc:** Loo, Cindy [CORP]; Tam, Steven [CORP]; Muniak, Allison [CORP]  
**Subject:** Re: VGH paging system BN

s. 13 [Redacted]

[Redacted]

Thanks  
Susan

Sent from my iPhone

On Aug 28, 2019, at 9:32 AM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi Susan, Cindy,  
s. 13, s. 13 s. 15 [Redacted]

Having apprised OIPC of this matter [File F19-80246] , the Commissioner's investigator has responded with:

s. 13 [Redacted]

Please feel free to contact me if you have any questions or if I can support,

**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Chiang, Charlene [CORP]  
**Sent:** Monday, August 26, 2019 2:45 PM  
**To:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Subject:** VGH paging system BN  
Hi Steven, Jayne,

A friendly follow-up on the paging system BN and our call with the VA ops team. Steven – you weren't on the call but below is a summary of actions. Let me know if you want a quick debrief from me or Jayne.

Take-aways from the meeting today:

- Steven is leading on developing the BN to go to SET next Tuesday <sup>s. 13</sup> [REDACTED]
- IMITS to feed into the BN with potential IT solutions, rough estimates and considerations (Rick/Cathy)
- Patient identifiers – <sup>s. 13</sup> [REDACTED] (Susan/Cindy)
- OIPOBC response and update needed (Jayne)
- Media response and update needed (Carrie)

Board Chair Penny is interested in our potential solutions and next steps – I will keep her informed.

Thanks,

Charlene

**Charlene Chiang**

Vice President, Communications and Strategic Partnerships

Vancouver Coastal Health

[charlene.chiang@vch.ca](mailto:charlene.chiang@vch.ca)

D. 604 708 5280 | M. 604 805 1786

## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 9:14 AM  
**To:** Bayne, James; Ashe, Mike; Chahal, Mickey [PHSA]  
**Cc:** Taherzadeh, Sara; Kor, Jayne [CORP]; Nam, Daniel [CORP]; Kon, Janina [VC]  
**Subject:** RE: Security vulnerability re pagers

Hi James/Mike:

s. 13, s. 14




Thanks.

Steven

---

**From:** Bayne, James  
**Sent:** Wednesday, August 28, 2019 8:55 AM  
**To:** Ashe, Mike ; Tam, Steven [CORP] ; Chahal, Mickey [PHSA]  
**Cc:** Taherzadeh, Sara  
**Subject:** RE: Security vulnerability re pagers

Hi Mike s. 13 s. 15, s. 14




James

---


**From:** Ashe, Mike <[mike.ashe@phsa.ca](mailto:mike.ashe@phsa.ca)>  
**Sent:** Wednesday, August 28, 2019 8:10 AM  
**To:** Bayne, James <[James.Bayne@phsa.ca](mailto:James.Bayne@phsa.ca)>; Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Chahal, Mickey [PHSA] <[mickey.chahal@phsa.ca](mailto:mickey.chahal@phsa.ca)>  
**Cc:** Taherzadeh, Sara <[sara.taherzadeh2@phsa.ca](mailto:sara.taherzadeh2@phsa.ca)>  
**Subject:** RE: Security vulnerability re pagers

Hi James,

s. 13, s. 13 s. 15



s. 13, s. 13 s. 15



Thoughts?

Thanks,

Mike

**Mike Ashe**

FHA and VPP Program Lead, Infrastructure Assessment & Baseline Program  
Program Manager, VPP Mobility Program, Technology Alignment Portfolio


Provincial Health Services Authority  
1795 Willingdon Avenue  
Burnaby, BC V5C 6E3 Canada  
M: (604)-738-1092  
E: [mike.ashe@phsa.ca](mailto:mike.ashe@phsa.ca)

---

**From:** Bayne, James  
**Sent:** Tuesday, August 27, 2019 6:33 PM  
**To:** Tam, Steven [CORP]; Chahal, Mickey [PHSA]; Ashe, Mike  
**Cc:** Taherzadeh, Sara  
**Subject:** Re: Security vulnerability re pagers

Hi Steven,

s. 13 s. 15, s. 14





James

---

**From:** Steven Tam <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Date:** Tuesday, August 27, 2019 at 11:42 AM  
**To:** "Chahal, Mickey [PHSA]" <[mickey.chahal@phsa.ca](mailto:mickey.chahal@phsa.ca)>, "Ashe, Mike" <[mike.ashe@phsa.ca](mailto:mike.ashe@phsa.ca)>  
**Cc:** "Taherzadeh, Sara" <[sara.taherzadeh2@phsa.ca](mailto:sara.taherzadeh2@phsa.ca)>, James Bayne <[James.Bayne@phsa.ca](mailto:James.Bayne@phsa.ca)>  
**Subject:** Security vulnerability re pagers

Hi Mike/Mickey:

s. 13 s. 15, s. 14

Thanks.



Steven

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

\*\*\*\*\*

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**Donnett, Melissa [CORP]**

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**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:25 PM  
**To:** 'sarah@openprivacy.ca'  
**Cc:** Kor, Jayne [CORP]  
**Subject:** Privacy/Security re Paging Systems

Dear Ms. Lewis:

I understand you have been corresponding with Jayne Kor from our Privacy Team in relation to privacy and security concerns that you have regarding our paging systems. Thank you for bringing this important issue to the attention of Vancouver Coastal Health (VCH). You are correct that at certain locations within VCH, we currently use legacy paging technology to communicate important information to care providers to support delivery of safe care to patients.

VCH takes patient privacy very seriously and is actively working to mitigate the privacy risks you have identified. Please note, however, that VCH has no information to suggest that patient information has been compromised or used for a malicious purpose. If you have information which suggests this is occurring, please let us know so that we can take appropriate steps to investigate and respond.

VCH currently has an initiative underway to replace our legacy paging systems across the health authority with a more secure messaging system. This a complex undertaking that will take some time. In the interim, we are taking steps to ensure every feasible measure is taken to safeguard patient information, including looking at ways to reduce patient personal information contained in paging messages (without compromising patient safety) as well as exploring potential ways to encrypt or otherwise better secure existing paging technology. In doing so, we are taking guidance from the Office of the Information and Privacy Commissioner of BC.

In order to fully investigate any risk posed by the current paging system, we would greatly appreciate if you would:

1. provide us with details of how your organization discovered the paging system vulnerability; and
2. confirm for us whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Privacy Office.

Please contact me or Jayne, if you have any questions.

Sincerely,

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

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## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:32 PM  
**To:** Kon, Janina [VC]; Loiacono, Catherine [CORP]; Stefanson, Carrie [CORP]  
**Cc:** Kor, Jayne [CORP]; Nam, Daniel [CORP]  
**Subject:** FW: Privacy/Security re Paging Systems

FYI, I just sent this off to Sarah Lewis.

Steven

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:25 PM  
**To:** 'sarah@openprivacy.ca'  
**Cc:** Kor, Jayne [CORP]  
**Subject:** Privacy/Security re Paging Systems

Dear Ms. Lewis:

I understand you have been corresponding with Jayne Kor from our Privacy Team in relation to privacy and security concerns that you have regarding our paging systems. Thank you for bringing this important issue to the attention of Vancouver Coastal Health (VCH). You are correct that at certain locations within VCH, we currently use legacy paging technology to communicate important information to care providers to support delivery of safe care to patients.

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In order to fully investigate any risk posed by the current paging system, we would greatly appreciate if you would:

1. provide us with details of how your organization discovered the paging system vulnerability; and
2. confirm for us whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Privacy Office.

Please contact me or Jayne, if you have any questions.

Sincerely,

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

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## Donnett, Melissa [CORP]

---

**From:** Palmer, Catherine  
**Sent:** Thursday, August 29, 2019 8:19 AM  
**To:** Bayne, James; Kor, Jayne [CORP]  
**Cc:** Seeman, Susan [VA]; Chittock, Dean [VA]; Muniak, Allison [CORP]; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

s. 13 s. 15

### Cathy Palmer

*Manager, Acute & Ambulatory Information Systems, IMITS*

1885 W. Broadway St. Vancouver, BC, V6J 1Y5

Phone: 604-675-3939 ext. 21546

Mobile: 604-785-6171

Email: [Catherine.palmer@phsa.ca](mailto:Catherine.palmer@phsa.ca)



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---

**From:** Bayne, James  
**Sent:** Thursday, August 29, 2019 8:12 AM  
**To:** Kor, Jayne [CORP]  
**Cc:** Seeman, Susan [VA] ; Chittock, Dean [VA] ; Muniak, Allison [CORP] ; Reyes-Metcalf, Judith ; Ashe, Mike ; Tam, Steven [CORP] ; Kon, Janina [VC] ; Le, Rick ; Palmer, Catherine  
**Subject:** Re: VGH paging system: Patient details being broadcast over radio

I have also reached out to my counterparts in security so they should be looking into the issue.

James

On Aug 29, 2019, at 8:10 AM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi Susan,

s. 13

Thanks,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

Vancouver Coastal Health

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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**From:** Seeman, Susan [VA]

**Sent:** Thursday, August 29, 2019 8:03 AM

**To:** Kor, Jayne [CORP]; Chittock, Dean [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick

**Cc:** Palmer, Catherine

**Subject:** RE: VGH paging system: Patient details being broadcast over radio

**Importance:** High

Hi all,

s. 13 s. 15

Thanks,  
Susan

-----Original Appointment-----

**From:** Kor, Jayne [CORP]

**Sent:** Wednesday, August 28, 2019 2:27 PM

**To:** Chittock, Dean [VA]; Seeman, Susan [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick

**Subject:** VGH paging system: Patient details being broadcast over radio

**When:** Friday, August 30, 2019 10:00 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** U19 Boardroom - 601 Broadway or on T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code: s. 15

**Importance:** High

Hello all,

Apologies for the short notice but Steven Tam and I were hoping to schedule a quick chat about this issue of paging info being intercepted before the weekend.

This timeslot has the least conflicts.

Particularly,

s. 13

Regards,

<< File: Briefing Note Paging system Broadcast.pdf >>

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

1108 – 601 West Broadway

Vancouver, BC V5Z 4C2

604-875-4925 Phone

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:46 AM  
**To:** Lake, Dawn [PHSA]; Kollman, Jessica  
**Subject:** FW: Pager System Vulnerability  
**Attachments:** Briefing Note Pager Vulnerability Other HAs.pdf

**Importance:** High

Hi Jess, Dawn,

So sorry... I just realized you weren't on the list of contacts you sent...

BTW: as mentioned in our last call, please use this version and do not share the previous version of the briefing note I sent (it has metrics not be released externally)

Thanks!



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:43 AM  
**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey  
**Subject:** Pager System Vulnerability  
**Importance:** High

Morning all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.

We've been made aware of a vulnerability in our paging system where media is involved.

Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.



Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached a briefing note with details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:46 AM  
**To:** Scott, Janet [PH] [Privacy]  
**Subject:** FW: Pager System Vulnerability  
**Attachments:** Briefing Note Pager Vulnerability Other HAs.pdf

**Importance:** High

Morning Janet,

BTW: please use this version and do not share the previous version of the briefing note I sent (it has metrics not be released externally)

Thanks!



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:43 AM  
**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey  
**Subject:** Pager System Vulnerability  
**Importance:** High

Morning all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.

We've been made aware of a vulnerability in our paging system where media is involved. Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

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<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached a briefing note with details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 10:41 AM  
**To:** 'Janice Charnstrom'  
**Subject:** RE: PLEASE DELETE RE: Pager System Vulnerability

Thank you!!!

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Thursday, August 29, 2019 10:28 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: PLEASE DELETE RE: Pager System Vulnerability

Hello Jayne,

I am emailing to confirm that I have double-deleted your original email with the briefing note attached.

Thanks,  
Janice

---

**From:** Kor, Jayne [CORP] [mailto:Jayne.Kor@vch.ca]  
**Sent:** Thursday, August 29, 2019 9:45 AM  
**To:** Janice Charnstrom  
**Subject:** PLEASE DELETE RE: Pager System Vulnerability

I apologize  
In my rush to send this, I did not properly omit enough VCH specific details.

PLEASE DELETE THIS EMAIL – I WILL RESEND

Again, I apologize for the mix up



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:49 AM  
**To:** 'Janice Charnstrom'  
**Subject:** FW: Pager System Vulnerability  
**Importance:** High

Morning Janice,

As promised, here's the briefing note along with what I have sent to other health authorities.

Cheers,



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:43 AM  
**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey  
**Subject:** Pager System Vulnerability  
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## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 9:37 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability

s. 13

Steven

---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 9:33 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability

s. 13, s. 14, s. 22

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 9:28 AM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** FW: Pager System Vulnerability  
**Importance:** High

Hi Steven,

Just for your records, here's what was sent to the other HAs

OIPC also received this version



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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## Donnett, Melissa [CORP]

---

**From:** Geistlinger, Dan <Dan.Geistlinger@interiorhealth.ca>  
**Sent:** Thursday, August 29, 2019 9:47 AM  
**To:** Kor, Jayne [CORP]  
**Cc:** Yip, Tony; Furey, Christopher; Otto, Andie  
**Subject:** RE: PLEASE DELETE! RE: Pager System Vulnerability

Hi Jayne,

s. 13

Thanks,  
Dan

### DAN GEISTLINGER

Manager Information Security, IMIT  
[dan.geistlinger@interiorhealth.ca](mailto:dan.geistlinger@interiorhealth.ca)  
250-469-7070 x13887 | 250-215-4065 Cell

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---

**From:** Kor, Jayne [CORP]  
**Sent:** 2019-08-29 9:45 AM  
**To:** Eliopoulos, John ; Kenner, Joni [NHA] ; Scott, Janet [PH] [Privacy] ; Otto, Andie ; Tesoro, Joseph [PHSA] ; 'margaret.lee@fnha.ca'; 'Hannah, Heather' ; 'White, Zachary R HLTH:EX' ; 'Rhoda Reginald' ; Geistlinger, Dan ; Gage, Stephen ; Dupuis, Kelsey ; Lake, Dawn [PHSA] [PHSA] ; Kollman, Jessica [PHSA]  
**Subject:** PLEASE DELETE! RE: s. 13  
**Importance:** High

I apologize

s. 13

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**Jayne Kor**  
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## Donnett, Melissa [CORP]

---

**From:** Margaret Lee <Margaret.Lee@fnha.ca>  
**Sent:** Thursday, August 29, 2019 9:50 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: PLEASE DELETE! RE: Pager System Vulnerability

Hi Jayne,

This is to confirm I've deleted the email from both my inbox and deleted inbox.

Thank you,

**Margaret Lee**

Privacy Analyst

First Nations Health Authority

Phone: 604.693.6710 | Email: [margaret.lee@fnha.ca](mailto:margaret.lee@fnha.ca)

Privacy Office: 604-693-6844 | Toll Free 1-844-364-7748 | [privacy@fnha.ca](mailto:privacy@fnha.ca)

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**Sent:** Thursday, August 29, 2019 9:45 AM

**To:** Eliopoulos, John ; Kenner, Joni ; Scott, Janet [PH] [Privacy] ; Otto, Andie ; Tesoro, Joseph ; 'margaret.lee@fnha.ca'; 'Hannah, Heather' ; 'White, Zachary R HLTH:EX' ; Rhoda Reginald ; [IHA] Geistlinger, Dan ; Gage, Stephen ; Dupuis, Kelsey ; Lake, Dawn [PHSA] ; Kollman, Jessica

**Subject:** PLEASE DELETE! RE: Pager System Vulnerability

**Importance:** High

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PLEASE DELETE THIS EMAIL – I WILL RESEND

Again, I apologize for the mix up



**Jayne Kor**

Privacy Advisor, Information Privacy Office

Vancouver Coastal Health

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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**From:** [Kor, Jayne \[CORP\]](#)  
**To:** "[Janice Charnstrom](#)"  
**Subject:** RE: PLEASE DELETE RE: Pager System Vulnerability  
**Date:** Thursday, August 29, 2019 10:40:43 AM  
**Attachments:** [image001.png](#)

---

Thank you!!!

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Thursday, August 29, 2019 10:28 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: PLEASE DELETE RE: Pager System Vulnerability

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Privacy Advisor, Information Privacy Office

### Vancouver Coastal Health

601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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## Donnett, Melissa [CORP]

---

**From:** Bayne, James  
**Sent:** Thursday, August 29, 2019 6:52 PM  
**To:** Lake, Dawn [PHSA]  
**Cc:** Kor, Jayne [CORP]; Kollman, Jessica  
**Subject:** Re: Pager System Vulnerability

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

s. 13

James

On Aug 29, 2019, at 8:57 AM, Lake, Dawn [PHSA] <[dawn.lake@hssbc.ca](mailto:dawn.lake@hssbc.ca)> wrote:

Hi Jayne

s. 13 s. 15

s. 13

**Regards,**

**Dawn Lake**

**Senior Director**

Information Access & Privacy Services

**Direct: 604-970-8832**

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On Aug 29, 2019, at 8:45 AM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi Jess, Dawn,

So sorry... I just realized you weren't on the list of contacts you sent....

BTW: as mentioned in our last call, please use this version and do not share the previous version of the briefing note I sent (it has metrics not be released externally)

Thanks!

**Jayne Kor**

**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**

**601 West Broadway**

**Vancouver, BC V5Z 4C2**

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Janice Charnstrom <JCharnstrom@oipc.bc.ca>  
**Sent:** Thursday, August 29, 2019 10:53 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: PLEASE DELETE RE: Pager System Vulnerability

Hello again, Jayne,

I forgot to say "thank you" for reaching out to the other health authorities and encouraging them to submit breach reports to our office.

Janice

---

**From:** Janice Charnstrom  
**Sent:** Thursday, August 29, 2019 10:28 AM  
**To:** 'Kor, Jayne [CORP]'  
**Subject:** RE: PLEASE DELETE RE: Pager System Vulnerability

Hello Jayne,

I am emailing to confirm that I have double-deleted your original email with the briefing note attached.

Thanks,  
Janice

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]  
**Sent:** Thursday, August 29, 2019 9:45 AM  
**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>  
**Subject:** PLEASE DELETE RE: Pager System Vulnerability

I apologize  
In my rush to send this, I did not properly omit enough VCH specific details.

PLEASE DELETE THIS EMAIL – I WILL RESEND

Again, I apologize for the mix up



**Jayne Kor**  
Privacy Advisor, Information Privacy Office

Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:49 AM  
**To:** 'Janice Charnstrom'  
**Subject:** FW: Pager System Vulnerability  
**Importance:** High

Morning Janice,

As promised, here's the briefing note along with what I have sent to other health authorities.

Cheers,



Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:43 AM

**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey  
**Subject:** Pager System Vulnerability  
**Importance:** High

Morning all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.  
We've been made aware of a vulnerability in our paging system where media is involved.  
Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached a briefing note with details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Gage, Stephen <Stephen.Gage@viha.ca>  
**Sent:** Thursday, August 29, 2019 11:47 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: PLEASE DELETE! RE: Pager System Vulnerability

Thanks for letting me know Jayne. s. 13 s. 15

I have advised OIPC that we are looking into this matter as well.

I am hopeful that this is not a vulnerability for us as we use a different paging system which does utilize encryption of the transmissions but we are checking all facilities as a matter of due diligence.

Thanks again for your diligence on this one.  
Stephen

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 9:45 AM  
**To:** Eliopoulos, John ; Kenner, Joni ; Scott, Janet [PH] [Privacy] ; Otto, Andie ; Tesoro, Joseph ; 'margaret.lee@fnha.ca'; 'Hannah, Heather' ; 'White, Zachary R HLTH:EX' ; 'Rhoda Reginald' ; [IHA] Geistlinger, Dan ; Gage, Stephen ; Dupuis, Kelsey ; Lake, Dawn [PHSA] ; Kollman, Jessica  
**Subject:** PLEASE DELETE! RE: Pager System Vulnerability  
**Importance:** High

I apologize  
In my rush to send this, I did not properly omit enough VCH specific details.

PLEASE DELETE THIS EMAIL – I WILL RESEND

Again, I apologize for the mix up



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]

**Sent:** Thursday, August 29, 2019 8:43 AM

**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey

**Subject:** Pager System Vulnerability

**Importance:** High

Morning all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.

We've been made aware of a vulnerability in our paging system where media is involved.

Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached a briefing note with details on this issue and feel free to contact me if you have any questions.

Best Regards,



Jayne Kor  
Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>



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## Donnett, Melissa [CORP]

---

**From:** Ashbee, Michaela <Michaela.Ashbee@interiorhealth.ca>  
**Sent:** Thursday, August 29, 2019 12:15 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability

Hi Jayne

Could you please add me to any future communication or updates about this issue? Andie Otto is our audit analyst and you can remove her from this email chain.

If you need to reach our privacy department in the future, please feel free to contact me directly or Chris Furey [Christopher.Furey@interiorhealth.ca](mailto:Christopher.Furey@interiorhealth.ca), my manager.

We also have a generic intake email which is [IHPrivacy@interiorhealth.ca](mailto:IHPrivacy@interiorhealth.ca) for general inquiries.

Thanks so much. Have a great day.

Thanks,

**Michaela Ashbee, CIAPP-P**  
Information Privacy Analyst

[Privacy](#), [Policy](#) & [Risk Management](#)

Telephone: (250) 469-7070 x 12507

Email: [Michaela.Ashbee@interiorhealth.ca](mailto:Michaela.Ashbee@interiorhealth.ca)

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~ "Success is the sum of small efforts, repeated day-in and day-out." – Robert Collier

---

**From:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Sent:** 2019-08-29 8:43 AM  
**To:** Eliopoulos, John <[John.Eliopoulos@viha.ca](mailto:John.Eliopoulos@viha.ca)>; Kenner, Joni [NHA] <[Joni.Kenner@northernhealth.ca](mailto:Joni.Kenner@northernhealth.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Scott, Janet [PH] [Privacy] <[JScott@providencehealth.bc.ca](mailto:JScott@providencehealth.bc.ca)>; Otto, Andie <[Andie.Otto@interiorhealth.ca](mailto:Andie.Otto@interiorhealth.ca)>; Tesoro, Joseph [PHSA] <[Joseph.Tesoro@phsa.ca](mailto:Joseph.Tesoro@phsa.ca)>; 'margaret.lee@fnha.ca'; 'Hannah, Heather' <[hhannah@doctorsofbc.ca](mailto:hhannah@doctorsofbc.ca)>; 'White, Zachary R HLTH:EX' <[Zachary.White@gov.bc.ca](mailto:Zachary.White@gov.bc.ca)>; 'Rhoda Reginald' <[Rhoda.Reginald@fnha.ca](mailto:Rhoda.Reginald@fnha.ca)>; Geistlinger, Dan <[Dan.Geistlinger@interiorhealth.ca](mailto:Dan.Geistlinger@interiorhealth.ca)>; Gage, Stephen <[Stephen.Gage@viha.ca](mailto:Stephen.Gage@viha.ca)>; Dupuis, Kelsey <[Kelsey.Dupuis@viha.ca](mailto:Kelsey.Dupuis@viha.ca)>  
**Subject:** Pager System Vulnerability  
**Importance:** High

Morning all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.

We've been made aware of a vulnerability in our paging system where media is involved.

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I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to

reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached a briefing note with details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Seeman, Susan [VA]  
**Sent:** Thursday, August 29, 2019 1:15 PM  
**To:** Kor, Jayne [CORP]; Chittock, Dean [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick  
**Cc:** Palmer, Catherine  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

s. 13

S

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:11 AM  
**To:** Seeman, Susan [VA]; Chittock, Dean [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick  
**Cc:** Palmer, Catherine  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

Hi Susan,

s. 13

Thanks,

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**

Privacy Advisor, Information Privacy Office

Vancouver Coastal Health

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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---

**From:** Seeman, Susan [VA]  
**Sent:** Thursday, August 29, 2019 8:03 AM  
**To:** Kor, Jayne [CORP]; Chittock, Dean [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike;

Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick  
**Cc:** Palmer, Catherine  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio  
**Importance:** High

Hi all,

s. 13

Thanks,  
Susan

-----Original Appointment-----

**From:** Kor, Jayne [CORP]  
**Sent:** Wednesday, August 28, 2019 2:27 PM  
**To:** Chittock, Dean [VA]; Seeman, Susan [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick  
**Subject:** VGH paging system: Patient details being broadcast over radio  
**When:** Friday, August 30, 2019 10:00 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** U19 Boardroom - 601 Broadway or on T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code: s. 15  
**Importance:** High

Hello all,

Apologies for the short notice but Steven Tam and I were hoping to schedule a quick chat about this issue of paging info being intercepted before the weekend.  
This timeslot has the least conflicts.

Particularly,

- s. 13

Regards,

<< File: Briefing Note Paging system Broadcast.pdf >>

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
1108 – 601 West Broadway  
Vancouver, BC V5Z 4C2  
604-875-4925 Phone  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 9:34 AM  
**To:** Tam, Steven [CORP]  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

I've sent it to Dean Chittock and Cindy Chilton has been updated (left detailed message) but as of yet, no response



### Jayne Kor

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4G2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 9:30 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

Thanks...not sure who can <sup>s. 22</sup> [REDACTED] Is there anyone from Risk Management attending?

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 9:27 AM  
**To:** Tam, Steven [CORP] <Steven.Tam@vch.ca>  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

Sure. Done

And just an update: <sup>s. 22</sup> [REDACTED] – is there someone else for Quality/Patient Safety I should reach out to?

Thanks,

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4G2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 9:23 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

Hi Jayne,

Can you replace the old BN with this new one?

Thanks.

Steven

<< File: Briefing Note Paging system Broadcast - 2019Aug29.doc >>

-----Original Appointment-----

**From:** Kor, Jayne [CORP]

**Sent:** Wednesday, August 28, 2019 2:27 PM

**To:** Kor, Jayne [CORP]; Chittock, Dean [VA]; Seeman, Susan [VA]; Muniak, Allison [CORP]; Bayne, James; Reyes-Metcalf, Judith; Ashe, Mike; Tam, Steven [CORP]; Kon, Janina [VC]; Le, Rick

**Subject:** VGH paging system: Patient details being broadcast over radio

**When:** Friday, August 30, 2019 10:00 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** U19 Boardroom - 601 Broadway or on T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code: <sup>s. 15</sup> [REDACTED]

**Importance:** High

Hello all,

Apologies for the short notice but Steven Tam and I were hoping to schedule a quick chat about this issue of paging info being intercepted before the weekend.

This timeslot has the least conflicts.



Particularly,

• s. 13



Regards,

<< File: Briefing Note Paging system Broadcast.pdf >>

<< OLE Object: Picture (Device Independent Bitmap) >>

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

1108 – 601 West Broadway

Vancouver, BC V5Z 4C2

604-875-4925 Phone

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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**Donnett, Melissa [CORP]**

---

**From:** Davies, Skye [VA] on behalf of Muniak, Allison [CORP]  
**Sent:** Thursday, August 29, 2019 9:40 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** Declined: VGH paging system: Patient details being broadcast over radio

**Donnett, Melissa [CORP]**

---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 11:09 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Briefing Note Paging system Broadcast DRAFT 8 Other HAs

Thanks. That would be good to confirm. s. 13, s. 14

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 10:22 AM  
**To:** Tam, Steven [CORP]  
**Subject:** Briefing Note Paging system Broadcast DRAFT 8 Other HAs  
**Importance:** High

Hi Steven,

I've recalled the email as well as I'm about to call OIPC directly.

I'd like to replace the correspondence with this version s. 13

s. 22

Jayne

## Donnett, Melissa [CORP]

---

**From:** Ashbee, Michaela <Michaela.Ashbee@interiorhealth.ca>  
**Sent:** Friday, August 30, 2019 8:47 AM  
**To:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: Pager Security Issue

Thanks so much for confirming.

Thanks,

**Michaela Ashbee, CIAPP-P**  
Information Privacy Analyst

[Privacy, Policy & Risk Management](#)

Telephone: (250) 469-7070 x 12507

Email: [Michaela.Ashbee@interiorhealth.ca](mailto:Michaela.Ashbee@interiorhealth.ca)


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~ "Success is the sum of small efforts, repeated day-in and day-out." – Robert Collier

---

**From:** Tam, Steven [CORP]  
**Sent:** August 30, 2019 8:45 AM  
**To:** Ashbee, Michaela ; Kor, Jayne [CORP]  
**Subject:** RE: Pager Security Issue

Hi Michaela,

s. 14, s. 13 s. 15



Steven

---

**From:** Ashbee, Michaela [<mailto:Michaela.Ashbee@interiorhealth.ca>]  
**Sent:** Friday, August 30, 2019 8:38 AM  
**To:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** Pager Security Issue

Hi Jayne & Steven,

Could you please confirm if the pager security issue is related to Pagenet, Rogers or an in house maintained system?

Thanks,

**Michaela Ashbee, CIAPP-P**  
Information Privacy Analyst

[Privacy, Policy & Risk Management](#)

Telephone: (250) 469-7070 x 12507

Email: [Michaela.Ashbee@interiorhealth.ca](mailto:Michaela.Ashbee@interiorhealth.ca)

"Information for Life" - Excellence in Service – Excellence in Information – Excellence in Health  
~ "Success is the sum of small efforts, repeated day-in and day-out." – Robert Collier

## Donnett, Melissa [CORP]

---

**From:** Scott, Janet [PH] [Privacy]  
**Sent:** Friday, August 30, 2019 8:52 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability

s. 13



Janet


Janet Scott ART MBA CIPP/C  
Leader, Information Access & Privacy  
Phone: 604-806-8336  
[jscott@providencehealth.bc.ca](mailto:jscott@providencehealth.bc.ca)  
[privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)  
Fax: 604-806-8894

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 30, 2019 8:49 AM  
**To:** Scott, Janet [PH] [Privacy]  
**Subject:** RE: Pager System Vulnerability

Hi Janet,

I originally went through Risk Management and PCQO <sup>s. 13</sup>  When Media Affairs contacted me, I reached out to switchboard (Paul Stouse) and eventually to CMS (Rick Le) and full circle to IMITS (James Bayne)

(sorry, I've had so many pager related emails, I must have skipped over this one and just noticed now)



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Scott, Janet [PH] [Privacy]  
**Sent:** Thursday, August 29, 2019 9:45 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability

Thank you Jane. (Oh I see I need to delete this one too!)

But, Can you tell me how you found out who uses pagenet at VCH. Do you have a contact?  
Janet

Janet Scott ART MBA CIPP/C  
Leader, Information Access & Privacy  
Phone: 604-806-8336  
[jscott@providencehealth.bc.ca](mailto:jscott@providencehealth.bc.ca)  
[privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)  
Fax: 604-806-8894

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 8:43 AM  
**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey  
**Subject:** Pager System Vulnerability  
**Importance:** High

Morning all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.  
We've been made aware of a vulnerability in our paging system where media is involved.  
Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached a briefing note with details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 30, 2019 10:03 AM  
**To:** Bayne, James; Tam, Steven [CORP]  
**Subject:** RE: VGH paging system: Patient details being broadcast over radio

Hi James,

Others are getting on... please check details

U19 Boardroom - 601 Broadway or on T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code: s. 15



### Jayne Kor

Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Bayne, James  
**Sent:** Friday, August 30, 2019 10:02 AM  
**To:** Kor, Jayne [CORP]; Tam, Steven [CORP]  
**Subject:** VGH paging system: Patient details being broadcast over radio

The dialin code doesn't seem to work

### **VGH paging system: Patient details being broadcast over radio**

Scheduled: Friday, Aug 30, 2019 from 10:00 AM to 10:30 AM

Location: U19 Boardroom - 601 Broadway or on T-con 604-681-0455 (Vancouver Local Access)/ 1-877-291-3022 (N. America Toll Free) Participant Code: s. 15

Invitees: Kor, Jayne [CORP], Kon, Janina [VC], Chittock, Dean [VA], Reyes-Metcalf, Judith, Muniak, Allison [CORP], Ashe, Mike, Seeman, Susan [VA], Tam, Steven [CORP], Le, Rick

James



## Donnett, Melissa [CORP]

---

**From:** Ashbee, Michaela <Michaela.Ashbee@interiorhealth.ca>  
**Sent:** Friday, August 30, 2019 9:06 AM  
**To:** Kor, Jayne [CORP]  
**Cc:** Furey, Christopher  
**Subject:** RE: Pager System Vulnerability

Thanks Jayne!

Thanks,

**Michaela Ashbee, CIAPP-P**

Information Privacy Analyst

[Privacy](#), [Policy](#) & [Risk Management](#)

Telephone: (250) 469-7070 x 12507

Email: [Michaela.Ashbee@interiorhealth.ca](mailto:Michaela.Ashbee@interiorhealth.ca)

"Information for Life" - Excellence in Service – Excellence in Information – Excellence in Health

~ "Success is the sum of small efforts, repeated day-in and day-out." – Robert Collier

---

**From:** Kor, Jayne [CORP]  
**Sent:** August 30, 2019 8:59 AM  
**To:** Ashbee, Michaela  
**Cc:** Furey, Christopher  
**Subject:** FW: Pager System Vulnerability  
**Importance:** High



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]

**Sent:** Thursday, August 29, 2019 2:46 PM

**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey; Lake, Dawn [PHSA]; Kollman, Jessica

**Subject:** Pager System Vulnerability

**Importance:** High

Hello all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.

We've been made aware of a vulnerability in our paging system where media is involved.

Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached the updated details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**

**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**

**601 West Broadway**

**Vancouver, BC V5Z 4C2**

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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## Donnett, Melissa [CORP]

---

**From:** Sarah Jamie Lewis <sarah@openprivacy.ca>  
**Sent:** Tuesday, September 03, 2019 2:03 PM  
**To:** Tam, Steven [CORP]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** Re: Privacy/Security re Paging Systems  
**Attachments:** Sarah Jamie Lewis <sarah@openprivacy.ca>: Re: VGH Patient details being broadcast over radio (privacy breach)

Mr Tam,

Thank you for your email.

I would first like to clarify an aspect of this breach. Previous communication from your office has stated that VCH was unaware of the radio broadcasting component of the pager system(s) in question until several weeks ago, indicating that the system's opaqueness is an obstacle to understanding it.

This opaqueness applies equally to the messages broadcast unencrypted over the airwaves: the system does not (and cannot) log access to the data by third parties, so any malicious interception would be passive and undetectable by nature.

Where this impacts patient safety and security, it is simply impossible for anyone to state that no compromise has occurred. In a hypothetical scenario wherein multiple malicious actors accessed *\*every\** patient record ever broadcasted, it would thus remain the case that VCH has "no information to suggest that patient information has been compromised or used for a malicious purpose."

Per your questions:

> 1. provide us with details of how your organization discovered the  
> paging  
system vulnerability; and

This information was provided to your office in my email to Jayne Kor, sent on October 20 2019, which I have attached for your convenience. If any details require further clarification, please let me know and I will continue answering any questions.

> 2. confirm for us whether you are in possession of any patient information.  
If this is the case, please return all patient information in a secure manner to our Privacy Office.

Open Privacy has securely deleted all log files generated by our systems which were found to contain patient information. We only used data in these log files to alert your team to this breach, and construct redacted samples to aid your team in their investigations. As such I can confirm that Open Privacy is *\*not\** in possession of any patient information.

I must re-emphasize however that it is *\*extremely unlikely\** that Open Privacy are the only organization in Vancouver who have inadvertently observed patient health data -- spectrum analysis is conducted by many different companies and organizations across Vancouver, any one of which may have recorded this data passively.

There are also several communities of radio technology enthusiasts, and (as mentioned in earlier communication) the equipment required to intercept the legacy pager data in question is inexpensive and common among such

practitioners. And that is to say nothing of the potential for malicious interception; darknet data brokers and open-source investigators (e.g. stalkers, private investigators, and bounty hunters) often seek out such vulnerabilities, and are incentivized not to report such ongoing leaks while they are still benefiting from them.

That brings me to some questions we have for VCH regarding the impact of disclosure of this breach. As you may be aware there is a journalist working on this story. When details of this breach become public, we will be making a statement in line with our involvement in its discovery. In the interests of patient safety and security we will not be providing the public exact details (e.g. the radio frequency or modulation of this breach), but we do ultimately believe that the public has a right to know that their medical data has been, and is continually being, broadcast unencrypted across the Greater Vancouver Area.

To ensure accuracy in our statements, we would like to know:

1. How many patients' information has been broadcast to date in this breach?
2. When were the legacy pager systems installed?
3. Can a patient determine if their individual information was broadcast in the breach? If so, how?
4. As some of the pager messages appeared to contain unstructured text data, is there any mechanism for patients to inquire what non-standard information in particular of theirs was broadcast unencrypted? If so, how?
5. How many VCH patients continue to have their personal information broadcast unencrypted on a daily basis?
6. Have any mitigations, such as shutting down these systems or limiting what information is entered into the insecure paging system, been put in place?
7. How and when does VCH plan on notifying patients whose information was broadcast?
8. As you have indicated that this breach will not be remedied in the immediate future, will VCH be informing current & new/incoming patients that their personal information will be broadcast unencrypted by the legacy paging system(s)? If so, how, and will patients be given an option to opt out of having their information breached?

Sincerely,

Sarah Jamie Lewis

Executive Director, Open Privacy Research Society

## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, September 03, 2019 2:12 PM  
**To:** Nam, Daniel [CORP]  
**Cc:** Kor, Jayne [CORP]  
**Subject:** FW: Privacy/Security re Paging Systems  
**Attachments:** Sarah Jamie Lewis <sarah@openprivacy.ca>: Re: VGH Patient details being broadcast over radio (privacy breach)

s. 13, s. 14

Steven

-----Original Message-----

From: Sarah Jamie Lewis [mailto:sarah@openprivacy.ca]  
Sent: Tuesday, September 03, 2019 2:03 PM  
To: Tam, Steven [CORP] <Steven.Tam@vch.ca>  
Cc: Kor, Jayne [CORP] <Jayne.Kor@vch.ca>  
Subject: Re: Privacy/Security re Paging Systems

Mr Tam,

Thank you for your email.

I would first like to clarify an aspect of this breach. Previous communication from your office has stated that VCH was unaware of the radio broadcasting component of the pager system(s) in question until several weeks ago, indicating that the system's opacity is an obstacle to understanding it.

This opacity applies equally to the messages broadcast unencrypted over the airwaves: the system does not (and cannot) log access to the data by third parties, so any malicious interception would be passive and undetectable by nature.

Where this impacts patient safety and security, it is simply impossible for anyone to state that no compromise has occurred. In a hypothetical scenario wherein multiple malicious actors accessed *every* patient record ever broadcasted, it would thus remain the case that VCH has "no information to suggest that patient information has been compromised or used for a malicious purpose."

Per your questions:

> 1. provide us with details of how your organization discovered the  
> paging  
system vulnerability; and

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> 2. confirm for us whether you are in possession of any patient information.  
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There are also several communities of radio technology enthusiasts, and (as mentioned in earlier communication) the equipment required to intercept the legacy pager data in question is inexpensive and common among such practitioners. And that is to say nothing of the potential for malicious interception; darknet data brokers and open-source investigators (e.g. stalkers, private investigators, and bounty hunters) often seek out such vulnerabilities, and are incentivized not to report such ongoing leaks while they are still benefiting from them.

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1. How many patients' information has been broadcast to date in this breach?
2. When were the legacy pager systems installed?
3. Can a patient determine if their individual information was broadcast in the breach? If so, how?
4. As some of the pager messages appeared to contain unstructured text data, is there any mechanism for patients to inquire what non-standard information in particular of theirs was broadcast unencrypted? If so, how?
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7. How and when does VCH plan on notifying patients whose information was broadcast?
8. As you have indicated that this breach will not be remedied in the immediate future, will VCH be informing current & new/incoming patients that their personal information will be broadcast unencrypted by the legacy paging system(s)? If so, how, and will patients be given an option to opt out of having their information breached?

Sincerely,  
Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 2:44 PM  
**To:** Tam, Steven [CORP]  
**Cc:** Nam, Daniel [CORP]; Kon, Janina [VC]  
**Subject:** RE: Briefing Note Paging system Broadcast DRAFT 8 Other HAs

Hi Steven  
Understood.  
Thanks again,



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 2:15 PM  
**To:** Kor, Jayne [CORP]  
**Cc:** Nam, Daniel [CORP]; Kon, Janina [VC]  
**Subject:** RE: Briefing Note Paging system Broadcast DRAFT 8 Other HAs

Yes, correct. It is still meant to be confidential to the HAs and OIPC, as we don't want to publicize this vulnerability.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 1:59 PM  
**To:** Tam, Steven [CORP]  
**Cc:** Nam, Daniel [CORP] ; Kon, Janina [VC]  
**Subject:** RE: Briefing Note Paging system Broadcast DRAFT 8 Other HAs

Hi Steven,



And just I've checked and clarified all I can: this document can be shared to other health authorities and the OIPC correct?

Many thanks,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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---

**From:** Kor, Jayne [CORP]

**Sent:** Thursday, August 29, 2019 1:54 PM

**To:** Tam, Steven [CORP]

**Cc:** Nam, Daniel [CORP]; Kon, Janina [VC]

**Subject:** RE: Briefing Note Paging system Broadcast DRAFT 8 Other HAS

Hi Steven,

Thank you! I will share this shortly



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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---

**From:** Tam, Steven [CORP]  
**Sent:** Thursday, August 29, 2019 12:09 PM  
**To:** Kor, Jayne [CORP]  
**Cc:** Nam, Daniel [CORP]; Kon, Janina [VC]  
**Subject:** RE: Briefing Note Paging system Broadcast DRAFT 8 Other HAs

Hi Jayne,

Please use this version to distribute to other HAs and OIPC.

Thanks.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 10:22 AM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>  
**Subject:** Briefing Note Paging system Broadcast DRAFT 8 Other HAs  
**Importance:** High

Hi Steven,

I've recalled the email as well as I'm about to call OIPC directly.

I'd like to replace the correspondence with this version<sup>s. 13</sup>

s. 22

Jayne

**Donnett, Melissa [CORP]**

---

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, September 03, 2019 5:21 PM  
**To:** Ashe, Mike  
**Cc:** Nam, Daniel [CORP]; Kor, Jayne [CORP]  
**Subject:** Pagers and Spok Mobile

Hi Mike,

I was supposed to speak to our Senior Executive Team (SET) this afternoon about the pager issue, but the matter was postponed, as they had too many other items. <sup>s. 13</sup>

s. 13 s. 15

Thanks.

Steven

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

\*\*\*\*\*

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 30, 2019 9:07 AM  
**To:** Tam, Steven [CORP]  
**Subject:** RE: Pager System Vulnerability

Hi Steven,

Yes I'll flag this as a resource attachment!

Thanks,

Jayne

---

**From:** Tam, Steven [CORP]  
**Sent:** Friday, August 30, 2019 8:52 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability

Thanks for sending this out, Jayne. This backgrounder document may also be useful for everyone.

Steven

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 2:46 PM  
**To:** Eliopoulos, John <[John.Eliopoulos@viha.ca](mailto:John.Eliopoulos@viha.ca)>; Kenner, Joni <[Joni.Kenner@northernhealth.ca](mailto:Joni.Kenner@northernhealth.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Scott, Janet [PH] [Privacy] <[JScott@providencehealth.bc.ca](mailto:JScott@providencehealth.bc.ca)>; Otto, Andie <[Andie.Otto@interiorhealth.ca](mailto:Andie.Otto@interiorhealth.ca)>; Tesoro, Joseph <[Joseph.Tesoro@phsa.ca](mailto:Joseph.Tesoro@phsa.ca)>; 'margaret.lee@fnha.ca'; 'Hannah, Heather' <[hhannah@doctorsofbc.ca](mailto:hhannah@doctorsofbc.ca)>; 'White, Zachary R HLTH:EX' <[Zachary.White@gov.bc.ca](mailto:Zachary.White@gov.bc.ca)>; 'Rhoda Reginald' <[Rhoda.Reginald@fnha.ca](mailto:Rhoda.Reginald@fnha.ca)>; [IHA] Geistlinger, Dan <[Dan.Geistlinger@interiorhealth.ca](mailto:Dan.Geistlinger@interiorhealth.ca)>; Gage, Stephen <[Stephen.Gage@viha.ca](mailto:Stephen.Gage@viha.ca)>; Dupuis, Kelsey <[Kelsey.Dupuis@viha.ca](mailto:Kelsey.Dupuis@viha.ca)>; Lake, Dawn [PHSA] <[dawn.lake@hssbc.ca](mailto:dawn.lake@hssbc.ca)>; Kollman, Jessica <[Jessica.Kollman@phsa.ca](mailto:Jessica.Kollman@phsa.ca)>  
**Subject:** Pager System Vulnerability  
**Importance:** High

Hello all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.

We've been made aware of a vulnerability in our paging system where media is involved.

Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached the updated details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 30, 2019 9:03 AM  
**To:** Bayne, James  
**Subject:** FW: Pager System Vulnerability  
**Attachments:** Summary re Paging System Privacy - 2018Aug29.docx

**Importance:** High

Hi James,

In case this wasn't yet forwarded to you,

Thanks,

Jayne

---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 2:46 PM  
**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey; Lake, Dawn [PHSA]; Kollman, Jessica  
**Subject:** Pager System Vulnerability  
**Importance:** High

Hello all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC. We've been made aware of a vulnerability in our paging system where media is involved. Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached the updated details on this issue and feel free to contact me if you have any questions.

Best Regards,

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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## **Donnett, Melissa [CORP]**

---

**From:** Tam, Steven [CORP]  
**Sent:** Tuesday, September 03, 2019 3:30 PM  
**To:** Nam, Daniel [CORP]; Kon, Janina [VC]; Kor, Jayne [CORP]  
**Cc:** Tang, Jacqueline [CORP]  
**Subject:** RE: Notes Pager Vulnerability 30-Aug-2019 TCON.docx

I'll ask Jackie to set up a time for us tomorrow morning to discuss this and next steps.

Steven

---

**From:** Nam, Daniel [CORP]  
**Sent:** Tuesday, September 03, 2019 3:24 PM  
**To:** Kon, Janina [VC] ; Kor, Jayne [CORP] ; Tam, Steven [CORP]  
**Subject:** RE: Notes Pager Vulnerability 30-Aug-2019 TCON.docx

Janina,

I'm still catching up on all of my emails but I will make it a priority to review this and connect with you tomorrow.

Thanks,  
Daniel

---

**From:** Kon, Janina [VC]  
**Sent:** Tuesday, September 03, 2019 2:45 PM  
**To:** Kor, Jayne [CORP]; Tam, Steven [CORP]  
**Cc:** Nam, Daniel [CORP]  
**Subject:** FW: Notes Pager Vulnerability 30-Aug-2019 TCON.docx

Hello Jane and Steven:

Jane had asked me on Friday to review her notes of the T Con (first attachment) and revise to make it clear who is to do what and otherwise revise per "best practices."

I have done so and included notes for Jayne in terms of additional items for her to include – see attached second document "J Kon revised."

Main items that I revised:

- Need doc title
- Need full list of invitees and attendees at top
- Need a separate "action items" section that clearly sets out who is to do what and timing for next follow up telco.

I think it is now over to Daniel to oversee this?

Daniel – feel free to call me to discuss. I am in meeting today starting now but available per my outlook calendar tomorrow.



Regards,

Janina

---

**From:** Kor, Jayne [CORP]  
**Sent:** Friday, August 30, 2019 11:52 AM  
**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Subject:** Notes Pager Vulnerability 30-Aug-2019 TCON.docx

As discussed ....

And Thank you!!



**Jayne Kor**  
Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
1108 – 601 West Broadway  
Vancouver, BC V5Z 4C2  
604-875-4925 Phone  
604-369-9126 Mobile  
604-875-5374 Fax  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Janice Charnstrom <JCharnstrom@oipc.bc.ca>  
**Sent:** Monday, September 09, 2019 9:42 AM  
**To:** Kor, Jayne [CORP]  
**Subject:** RE: Pager System Vulnerability OIPC File F19-80246

**Importance:** High

Good morning, Jayne,

I am writing to check in re: any updates you may have to provide about the pager system vulnerability.

s. 13

Thank you,  
Janice

---

**From:** Janice Charnstrom  
**Sent:** Thursday, August 29, 2019 3:22 PM  
**To:** 'Kor, Jayne [CORP]'  
**Cc:** Trevor Presley  
**Subject:** RE: Pager System Vulnerability OIPC File F19-80246

Hello Jayne,

Thank you for sending the updated version.

Please note <sup>s. 22</sup> please cc any updates on this matter to Trevor Presley, Director of Investigations at [TPresley@oipc.bc.ca](mailto:TPresley@oipc.bc.ca)

I have cc'd Trevor in this email as well.

Thank you for your continued assistance and attention to this matter.

Best regards,  
Janice

---

**From:** Kor, Jayne [CORP] [<mailto:Jayne.Kor@vch.ca>]  
**Sent:** Thursday, August 29, 2019 2:48 PM  
**To:** Janice Charnstrom <[JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)>  
**Subject:** FW: Pager System Vulnerability  
**Importance:** High

Hi Janice,

As promised, the updated version

Thank you for deleting the previous!



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Kor, Jayne [CORP]  
**Sent:** Thursday, August 29, 2019 2:46 PM  
**To:** Eliopoulos, John; Kenner, Joni; Kor, Jayne [CORP]; Scott, Janet [PH] [Privacy]; Otto, Andie; Tesoro, Joseph; 'margaret.lee@fnha.ca'; 'Hannah, Heather'; 'White, Zachary R HLTH:EX'; 'Rhoda Reginald'; [IHA] Geistlinger, Dan; Gage, Stephen; Dupuis, Kelsey; Lake, Dawn [PHSA]; Kollman, Jessica  
**Subject:** Pager System Vulnerability  
**Importance:** High

Hello all,

I'm reaching out on behalf of VCH Privacy at the request of the OIPC.  
We've been made aware of a vulnerability in our paging system where media is involved.  
Unfortunately, this vulnerability is not limited to VCH. The same situation may exist at other health authorities.

Having apprised OIPC of this matter, the Commissioner's investigator has responded with:

I have further discussed the matter with the Acting Director of Investigations and Deputy Commissioner in our office. In an attempt to address the matter efficiently and effectively with potential health authorities – would you be willing to reach out to other BC health authorities that use this technology and encourage them to submit breach reports to the OIPC? They would use the breach reporting form on our website – as you did. I have included the link below.

<https://www.oipc.bc.ca/forms/public-bodies/online-privacy-breach-report-form/>

Please find attached the updated details on this issue and feel free to contact me if you have any questions.

Best Regards,



**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, September 09, 2019 9:51 AM  
**To:** Nam, Daniel [CORP]; Kor, Jayne [CORP]; Romero, Christina [CORP]; Bayne, James  
**Subject:** FW: CTV news article related to privacy breach at VCH

FYI

-----Original Message-----

**From:** Chittock, Dean [VA]  
**Sent:** Monday, September 09, 2019 9:48 AM  
**To:** Penny Ballem <pballem@telus.net>; Ackenhusen, Mary [CORP] <Mary.Ackenhusen@vch.ca>; Tam, Steven [CORP] <Steven.Tam@vch.ca>  
**Subject:** FW: CTV news article related to privacy breach at VCH

Fyi.....<sup>s. 13</sup>

On 2019-09-09, 6:49 AM, "Allie Muniak"<sup>s. 22</sup> wrote:

Risk is mentioned in this...

Potential health data breach exposing names, medical conditions discovered by privacy researcher  
A new investigation by the podcast 'Attention Control with Kevin Newman' looks into a potential major breach of sensitive health data of patients of a Vancouver area hospital.  
<https://election.ctvnews.ca/potential-health-data-breach-exposing-names-medical-conditions-discovered-by-privacy-researcher-1.4581914>

Sent from my iPhone

## Donnett, Melissa [CORP]

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 10:59 AM  
**To:** Tam, Steven [CORP]; Kon, Janina [VC]; Loiacono, Catherine [CORP]  
**Cc:** Kor, Jayne [CORP]; Nam, Daniel [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems

**Importance:** High

And here is the media release from Sarah Lewis and Open Privacy. She is also sharing on SM and has 28,000 followers. <https://openprivacy.ca/blog/2019/09/09/open-privacy-discovers-vancouver-patient-medical-data-breach/>  
I'm updating our Issues Note now, as it's possible other media will contact us.

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:32 PM  
**To:** Kon, Janina [VC] ; Loiacono, Catherine [CORP] ; Stefanson, Carrie [CORP]  
**Cc:** Kor, Jayne [CORP] ; Nam, Daniel [CORP]  
**Subject:** FW: Privacy/Security re Paging Systems

FYI, I just sent this off to Sarah Lewis.

Steven

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:25 PM  
**To:** 'sarah@openprivacy.ca' <[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** Privacy/Security re Paging Systems

Dear Ms. Lewis:

I understand you have been corresponding with Jayne Kor from our Privacy Team in relation to privacy and security concerns that you have regarding our paging systems. Thank you for bringing this important issue to the attention of Vancouver Coastal Health (VCH). You are correct that at certain locations within VCH, we currently use legacy paging technology to communicate important information to care providers to support delivery of safe care to patients.

VCH takes patient privacy very seriously and is actively working to mitigate the privacy risks you have identified. Please note, however, that VCH has no information to suggest that patient information has been compromised or used for a malicious purpose. If you have information which suggests this is occurring, please let us know so that we can take appropriate steps to investigate and respond.

VCH currently has an initiative underway to replace our legacy paging systems across the health authority with a more secure messaging system. This a complex undertaking that will take some time. In the interim, we are taking steps to ensure every feasible measure is taken to safeguard patient information, including looking at ways to reduce patient personal information contained in paging messages (without compromising patient

safety) as well as exploring potential ways to encrypt or otherwise better secure existing paging technology. In doing so, we are taking guidance from the Office of the Information and Privacy Commissioner of BC.

In order to fully investigate any risk posed by the current paging system, we would greatly appreciate if you would:

1. provide us with details of how your organization discovered the paging system vulnerability; and
2. confirm for us whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Privacy Office.

Please contact me or Jayne, if you have any questions.

Sincerely,

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

\*\*\*\*\*

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## Donnett, Melissa [CORP]

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**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:00 AM  
**To:** Tam, Steven [CORP]; Kon, Janina [VC]; Loiacono, Catherine [CORP]  
**Cc:** Kor, Jayne [CORP]; Nam, Daniel [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems

The accompanying media story:

<https://election.ctvnews.ca/potential-health-data-breach-exposing-names-medical-conditions-discovered-by-privacy-researcher-1.4581914>

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**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
**Subject:** FW: Privacy/Security re Paging Systems

FYI, I just sent this off to Sarah Lewis.

Steven

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**Sent:** Wednesday, August 28, 2019 4:25 PM  
**To:** 'sarah@openprivacy.ca' <[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)>  
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11th Floor, 601 West Broadway  
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## Donnett, Melissa [CORP]

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, September 09, 2019 11:41 AM  
**To:** Stefanson, Carrie [CORP]  
**Cc:** Nam, Daniel [CORP]; Loiacono, Catherine [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems  
**Attachments:** IN\_VCH Paging system - ST2019Sep09.docx

Hi Carrie,

Here are my suggested edits.

Thanks.

Steven

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:19 AM  
**To:** Tam, Steven [CORP] ; Kon, Janina [VC]  
**Cc:** Nam, Daniel [CORP] ; Loiacono, Catherine [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems

Good morning – s. 13

Jayne/Steven: Can you have a look at the enclosed Issues Note, and please advise if any edits are required?

s. 13

. Let me know if they need revising.  
Thank you.

---

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**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
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**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
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**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
**Subject:** FW: Privacy/Security re Paging Systems

FYI, I just sent this off to Sarah Lewis.

Steven

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**Sent:** Wednesday, August 28, 2019 4:25 PM  
**To:** 'sarah@openprivacy.ca' <[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
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Please contact me or Jayne, if you have any questions.

Sincerely,

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
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Phone: 604-875-5744  
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## Donnett, Melissa [CORP]

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:56 AM  
**To:** Tam, Steven [CORP]  
**Cc:** Nam, Daniel [CORP]; Loiacono, Catherine [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems  
**Attachments:** IN\_VCH Paging system\_Sept. 9, 2019\_FINAL.docx

Hi Steven;  
Appreciated the quick turnaround on this.  
Edits accepted.  
Final enclosed.  
Thanks you.

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, September 09, 2019 11:41 AM  
**To:** Stefanson, Carrie [CORP]  
**Cc:** Nam, Daniel [CORP] ; Loiacono, Catherine [CORP] ; Kor, Jayne [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems

Hi Carrie,

Here are my suggested edits.

Thanks.

Steven

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**Sent:** Monday, September 09, 2019 11:19 AM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Cc:** Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>  
**Subject:** RE: Privacy/Security re Paging Systems

Good morning – s. 13

Jayne/Steven: Can you have a look at the enclosed Issues Note, and please advise if any edits are required?

s. 13

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Thank you.

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**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:00 AM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
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The accompanying media story:

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**Sent:** Monday, September 09, 2019 10:59 AM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
**Subject:** RE: Privacy/Security re Paging Systems  
**Importance:** High

And here is the media release from Sarah Lewis and Open Privacy. She is also sharing on SM and has 28,000 followers.  
<https://openprivacy.ca/blog/2019/09/09/open-privacy-discovers-vancouver-patient-medical-data-breach/>  
I'm updating our Issues Note now, as it's possible other media will contact us.

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:32 PM  
**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>  
**Subject:** FW: Privacy/Security re Paging Systems

FYI, I just sent this off to Sarah Lewis.

Steven

---

**From:** Tam, Steven [CORP]  
**Sent:** Wednesday, August 28, 2019 4:25 PM  
**To:** 'sarah@openprivacy.ca' <[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)>  
**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** Privacy/Security re Paging Systems

Dear Ms. Lewis:

I understand you have been corresponding with Jayne Kor from our Privacy Team in relation to privacy and security concerns that you have regarding our paging systems. Thank you for bringing this important issue to the attention of Vancouver Coastal Health (VCH). You are correct that at certain locations within VCH, we currently use legacy paging technology to communicate important information to care providers to support delivery of safe care to patients.

VCH takes patient privacy very seriously and is actively working to mitigate the privacy risks you have identified. Please note, however, that VCH has no information to suggest that patient information has been compromised or used for a malicious purpose. If you have information which suggests this is occurring, please let us know so that we can take appropriate steps to investigate and respond.

VCH currently has an initiative underway to replace our legacy paging systems across the health authority with a more secure messaging system. This a complex undertaking that will take some time. In the interim, we are taking steps to ensure every feasible measure is taken to safeguard patient information, including looking

at ways to reduce patient personal information contained in paging messages (without compromising patient safety) as well as exploring potential ways to encrypt or otherwise better secure existing paging technology. In doing so, we are taking guidance from the Office of the Information and Privacy Commissioner of BC.

In order to fully investigate any risk posed by the current paging system, we would greatly appreciate if you would:

1. provide us with details of how your organization discovered the paging system vulnerability; and
2. confirm for us whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Privacy Office.

Please contact me or Jayne, if you have any questions.

Sincerely,

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

\*\*\*\*\*

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## Donnett, Melissa [CORP]

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 12:22 PM  
**To:** Tam, Steven [CORP]  
**Cc:** Nam, Daniel [CORP]; Loiacono, Catherine [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems  
**Attachments:** IN\_VCH Paging system\_Sept. 9, 2019\_FINAL.docx

I revised one of the key messages.  
Final attached.  
Thank you.

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:56 AM  
**To:** Tam, Steven [CORP]  
**Cc:** Nam, Daniel [CORP] ; Loiacono, Catherine [CORP] ; Kor, Jayne [CORP]  
**Subject:** RE: Privacy/Security re Paging Systems

Hi Steven;  
Appreciated the quick turnaround on this.  
Edits accepted.  
Final enclosed.  
Thanks you.

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, September 09, 2019 11:41 AM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Cc:** Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>  
**Subject:** RE: Privacy/Security re Paging Systems

Hi Carrie,

Here are my suggested edits.

Thanks.

Steven

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Monday, September 09, 2019 11:19 AM  
**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>  
**Cc:** Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>  
**Subject:** RE: Privacy/Security re Paging Systems

Good morning – s. 13

Jayne/Steven: Can you have a look at the enclosed Issues Note, and please advise if any edits are required?



if they need revising.

Thank you.

---

**From:** Stefanson, Carrie [CORP]

**Sent:** Monday, September 09, 2019 11:00 AM

**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>

**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>

**Subject:** RE: Privacy/Security re Paging Systems

The accompanying media story:

<https://election.ctvnews.ca/potential-health-data-breach-exposing-names-medical-conditions-discovered-by-privacy-researcher-1.4581914>

---

**From:** Stefanson, Carrie [CORP]

**Sent:** Monday, September 09, 2019 10:59 AM

**To:** Tam, Steven [CORP] <[Steven.Tam@vch.ca](mailto:Steven.Tam@vch.ca)>; Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>

**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>

**Subject:** RE: Privacy/Security re Paging Systems

**Importance:** High

And here is the media release from Sarah Lewis and Open Privacy. She is also sharing on SM and has 28,000 followers.

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I'm updating our Issues Note now, as it's possible other media will contact us.

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**Sent:** Wednesday, August 28, 2019 4:32 PM

**To:** Kon, Janina [VC] <[janina.kon@vch.ca](mailto:janina.kon@vch.ca)>; Loiacono, Catherine [CORP] <[catherine.loiacono@vch.ca](mailto:catherine.loiacono@vch.ca)>; Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>

**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Nam, Daniel [CORP] <[Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)>

**Subject:** FW: Privacy/Security re Paging Systems

FYI, I just sent this off to Sarah Lewis.

Steven

---

**From:** Tam, Steven [CORP]

**Sent:** Wednesday, August 28, 2019 4:25 PM

**To:** 'sarah@openprivacy.ca' <[sarah@openprivacy.ca](mailto:sarah@openprivacy.ca)>

**Cc:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>

**Subject:** Privacy/Security re Paging Systems

Dear Ms. Lewis:

I understand you have been corresponding with Jayne Kor from our Privacy Team in relation to privacy and security concerns that you have regarding our paging systems. Thank you for bringing this important issue to the attention of Vancouver Coastal Health (VCH). You are correct that at certain locations within VCH, we currently use

legacy paging technology to communicate important information to care providers to support delivery of safe care to patients.

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In order to fully investigate any risk posed by the current paging system, we would greatly appreciate if you would:

1. provide us with details of how your organization discovered the paging system vulnerability; and
2. confirm for us whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Privacy Office.

Please contact me or Jayne, if you have any questions.

Sincerely,

**Steven Tam**, BCom, LL.B., LL.M.  
General Counsel & Chief Privacy Officer  
Vancouver Coastal Health Authority  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2  
Phone: 604-875-5744  
Cell: 604-323-6307  
E-mail: [steven.tam@vch.ca](mailto:steven.tam@vch.ca)

\*\*\*\*\*

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## Donnett, Melissa [CORP]

---

**From:** Nam, Daniel [CORP]  
**Sent:** Monday, September 09, 2019 4:23 PM  
**To:** Kor, Jayne [CORP]; Tam, Steven [CORP]  
**Subject:** RE: OIPC File F19-80246 - Notice of Investigation

Steven / Jayne,

I just got off the phone with the Deputy Commissioner. <sup>s. 13</sup>

The Deputy Commissioner was satisfied that we are taking the matter seriously and that this is a complex file.

<sup>s. 13, s. 14</sup>

-Daniel

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, September 09, 2019 3:32 PM  
**To:** Tam, Steven [CORP]; Nam, Daniel [CORP]  
**Subject:** FW: OIPC File F19-80246 - Notice of Investigation  
**Importance:** High

Hi Steven, Daniel,

This just came from OIPC .....

I can clear my calendar tomorrow to discuss a response.

### Jayne Kor

Privacy Advisor, Information Privacy Office  
**Vancouver Coastal Health**  
601 West Broadway  
Vancouver, BC V5Z 4C2  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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Patients/clients/residents: please visit <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the common risks and limitations you should be aware of when communicating health information through email or text.

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Monday, September 09, 2019 3:25 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** OIPC File F19-80246 - Notice of Investigation

Dear Jayne,

Thank you for your continued communication and for responding to my questions regarding this matter thus far. I appreciate your confirmation that the existing pager system contains vulnerabilities.

I write to advise that, as this matter is a priority for the Commissioner, we have opened an investigation file. Please find the Notice of Investigation attached.

The Commissioner has requested that VCHA provide fulsome answers to the following questions **within 24 hours**:

1. How will VCHA address the vulnerabilities that have been identified?
2. A timeline outlining the steps that will be taken for resolving this issue, including identifying any disclosure or security vulnerabilities?

It is my understanding that Deputy Commissioner, oline Twiss, will be speaking with Daniel Nam (Senior Legal Counsel) at 4pm today.

Thank you for your attention to this matter.

Best regards,  
Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM** *Investigator*  
**Office of the Information and Privacy Commissioner for BC**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

Follow us on [Twitter](#) | [JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)



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## Donnett, Melissa [CORP]

---

**From:** Scott, Janet [PH] [Privacy]  
**Sent:** Monday, September 09, 2019 1:37 PM  
**To:** Lake, Dawn [PHSA]; Tam, Steven [CORP]; Ashe, Mike  
**Cc:** Bayne, James; Nam, Daniel [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: CTV news article related to privacy breach at VCH

s. 13

Janet

Janet Scott ART MBA CIPP/C  
Leader, Information Access & Privacy  
Phone: 604-806-8336  
jscott@providencehealth.bc.ca  
privacy@providencehealth.bc.ca  
Fax: 604-806-8894

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-----Original Message-----

**From:** Lake, Dawn [PHSA]  
**Sent:** Monday, September 09, 2019 1:36 PM  
**To:** Scott, Janet [PH] [Privacy]; Tam, Steven [CORP]; Ashe, Mike  
**Cc:** Bayne, James; Nam, Daniel [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: CTV news article related to privacy breach at VCH

s. 13

Thank you!

Regards,  
Dawn Lake  
Senior Director  
Information Access & Privacy Services  
Provincial Health Services Authority

Office: 1333 West Broadway, Vancouver, BC, V6H 4C1  
Mobile: 604-970-8832 | dawn.lake@phsa.ca | www.phsa.ca

Assistant:  
Megan Williams  
megan.williams@phsa.ca

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-----Original Message-----

From: Scott, Janet [PH] [Privacy]  
Sent: Monday, September 09, 2019 1:20 PM  
To: Tam, Steven [CORP] <Steven.Tam@vch.ca>; Lake, Dawn [PHSA] <dawn.lake@hssbc.ca>; Ashe, Mike <mike.ashe@phsa.ca>  
Cc: Bayne, James <James.Bayne@phsa.ca>; Nam, Daniel [CORP] <Daniel.Nam@vch.ca>; Kor, Jayne [CORP] <Jayne.Kor@vch.ca>  
Subject: RE: CTV news article related to privacy breach at VCH

s. 13

Janet

Janet Scott ART MBA CIPP/C  
Leader, Information Access & Privacy  
Phone: 604-806-8336  
jscott@providencehealth.bc.ca  
privacy@providencehealth.bc.ca  
Fax: 604-806-8894

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-----Original Message-----

From: Tam, Steven [CORP]  
Sent: Monday, September 09, 2019 1:19 PM  
To: Scott, Janet [PH] [Privacy]; Lake, Dawn [PHSA]; Ashe, Mike  
Cc: Bayne, James; Nam, Daniel [CORP]; Kor, Jayne [CORP]  
Subject: RE: CTV news article related to privacy breach at VCH

Hi Janet/Dawn:

s. 13 s. 15

s. 13

Steven

-----Original Message-----

From: Scott, Janet [PH] [Privacy]

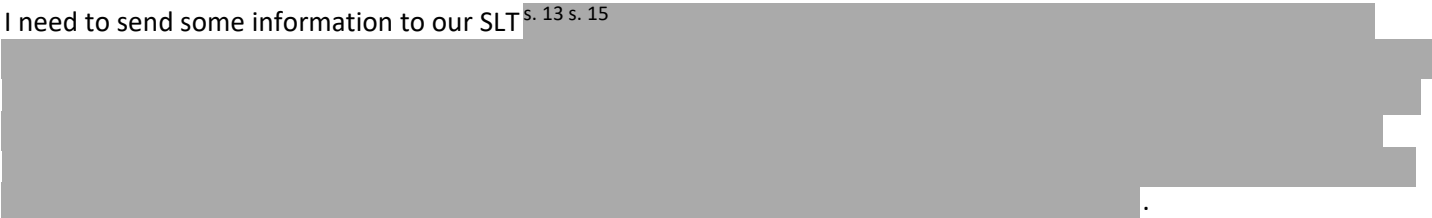
Sent: Monday, September 09, 2019 12:43 PM

To: Lake, Dawn [PHSA] <dawn.lake@hssbc.ca>; Tam, Steven [CORP] <Steven.Tam@vch.ca>; Ashe, Mike <mike.ashe@phsa.ca>

Cc: Bayne, James <James.Bayne@phsa.ca>

Subject: RE: CTV news article related to privacy breach at VCH

I need to send some information to our SLT <sup>s. 13 s. 15</sup>



Any updates appreciated.

Thanks.

Janet

Janet Scott ART MBA CIPP/C

Leader, Information Access & Privacy

Phone: 604-806-8336

[jscott@providencehealth.bc.ca](mailto:jscott@providencehealth.bc.ca)

[privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)

Fax: 604-806-8894

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-----Original Message-----

From: Lake, Dawn [PHSA]

Sent: Monday, September 09, 2019 12:28 PM

To: Tam, Steven [CORP]; Ashe, Mike; Scott, Janet [PH] [Privacy]

Cc: Bayne, James

Subject: RE: CTV news article related to privacy breach at VCH

Thanks Steven

<sup>s. 13</sup>



Regards,  
Dawn Lake

Senior Director  
Information Access & Privacy Services  
Provincial Health Services Authority

Office: 1333 West Broadway, Vancouver, BC, V6H 4C1  
Mobile: 604-970-8832 | dawn.lake@phsa.ca | www.phsa.ca

Assistant:  
Megan Williams  
megan.williams@phsa.ca

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-----Original Message-----

From: Tam, Steven [CORP]  
Sent: Monday, September 09, 2019 10:12 AM  
To: Ashe, Mike <mike.ashe@phsa.ca>; Lake, Dawn [PHSA] <dawn.lake@hssbc.ca>  
Cc: Bayne, James <James.Bayne@phsa.ca>  
Subject: FW: CTV news article related to privacy breach at VCH

FYI

-----Original Message-----

From: Chittock, Dean [VA]  
Sent: Monday, September 09, 2019 9:48 AM  
To: Penny Ballem <pballem@telus.net>; Ackenhusen, Mary [CORP] <Mary.Ackenhusen@vch.ca>; Tam, Steven [CORP] <Steven.Tam@vch.ca>  
Subject: FW: CTV news article related to privacy breach at VCH

s. 13

On 2019-09-09, 6:49 AM, "Allie Muniak"<sup>s. 22</sup> wrote:

Risk is mentioned in this...

Potential health data breach exposing names, medical conditions discovered by privacy researcher

A new investigation by the podcast 'Attention Control with Kevin Newman' looks into a potential major breach of sensitive health data of patients of a Vancouver area hospital.

<https://election.ctvnews.ca/potential-health-data-breach-exposing-names-medical-conditions-discovered-by-privacy-researcher-1.4581914>

Sent from my iPhone



## Donnett, Melissa [CORP]

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, September 09, 2019 4:19 PM  
**To:** Tam, Steven [CORP]; Nam, Daniel [CORP]  
**Subject:** RE: OIPC File F19-80246 - Notice of Investigation

Hi Daniel,

You're awesome! Thanks!  
Jayne

Sent from Workspace ONE Boxer

On Sep. 9, 2019 4:02 p.m., "Nam, Daniel [CORP]" wrote:

Thanks Jayne.

As mentioned, I have a call with the Deputy Commissioner right now and I will be explaining our response.

We can touch base tomorrow about next steps...

-Daniel

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, September 09, 2019 3:32 PM  
**To:** Tam, Steven [CORP]; Nam, Daniel [CORP]  
**Subject:** FW: OIPC File F19-80246 - Notice of Investigation

**Importance:** High

Hi Steven, Daniel,

This just came from OIPC .....

I can clear my calendar tomorrow to discuss a response.

**Jayne Kor**

**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**

**601 West Broadway**

**Vancouver, BC V5Z 4C2**

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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Patients/clients/residents: please visit <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the common risks and limitations you should be aware of when communicating health information through email or text.

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]

**Sent:** Monday, September 09, 2019 3:25 PM

**To:** Kor, Jayne [CORP]

**Subject:** OIPC File F19-80246 - Notice of Investigation

Dear Jayne,

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Thank you for your attention to this matter.

Best regards,

Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM Investigator**

**[Office of the Information and Privacy Commissioner for BC](#)**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

Follow us on [Twitter](#) | [JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)



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**Donnett, Melissa [CORP]**

---

**From:** Nam, Daniel [CORP]  
**Sent:** Monday, September 09, 2019 4:03 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Accepted: Response to OIPC

**Donnett, Melissa [CORP]**

---

**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, September 10, 2019 5:09 PM  
**To:** Nam, Daniel [CORP]  
**Cc:** Tam, Steven [CORP]  
**Subject:** RE: OIPC File F19-80246 - Notice of Investigation

Looks great Daniel

Sent from Workspace ONE Boxer

On Sep. 10, 2019 4:59 p.m., "Nam, Daniel [CORP]" wrote:

Hi Janice,

As requested, please find attached a copy of VCH's reponse to the Commissioner's questions.

Should you have any questions, feel free to contact me.

-Daniel

--

**Daniel Nam**  
Senior Legal Counsel

Leader, Privacy and Freedom of Information

**Vancouver Coastal Health**  
11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2

Tel: 604.875.5600 ext 61843

Cell: 604.341.1768

Email: [Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)

[www.vch.ca](http://www.vch.ca)

\*\*\*\*\*  
\*\*\*\*\*

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**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Monday, September 09, 2019 3:25 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** OIPC File F19-80246 - Notice of Investigation

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The Commissioner has requested that VCHA provide fulsome answers to the following questions **within 24 hours**:

1. How will VCHA address the vulnerabilities that have been identified?
2. A timeline outlining the steps that will be taken for resolving this issue, including identifying any disclosure or security vulnerabilities?

It is my understanding that Deputy Commissioner, oline Twiss, will be speaking with Daniel Nam (Senior Legal Counsel) at 4pm today.

Thank you for your attention to this matter.

Best regards,

Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM Investigator**  
**[Office of the Information and Privacy Commissioner for BC](#)**

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

tel. 250 - 356 - 0791 | fax 250-387-1696

Follow us on [Twitter](#) | [JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca)



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## Donnett, Melissa [CORP]

---

**From:** Nam, Daniel [CORP]  
**Sent:** Friday, September 13, 2019 12:33 PM  
**To:** 'Janice Charnstrom'  
**Cc:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: OIPC File F19-80246 - Notice of Investigation

Hi Janice,

I wanted to give you an update on this file. <sup>s. 13 s. 15</sup>

[REDACTED]

[REDACTED]

In the meantime, feel to contact me if you have any other questions.

regards,  
Daniel

---

**From:** Janice Charnstrom [mailto:JCharnstrom@oipc.bc.ca]  
**Sent:** Wednesday, September 11, 2019 11:47 AM  
**To:** Nam, Daniel [CORP]  
**Cc:** Tam, Steven [CORP]; Kor, Jayne [CORP]  
**Subject:** RE: OIPC File F19-80246 - Notice of Investigation

Dear Daniel, Steven and Jayne,

Thank you providing timely responses to the Commissioner's questions.  
I will review the information and contact you with any questions/concerns.

Thank you for your cooperation and attention to this matter.

Best regards,  
Janice

---

**From:** Nam, Daniel [CORP] [mailto:Daniel.Nam@vch.ca]  
**Sent:** Tuesday, September 10, 2019 5:00 PM  
**To:** Janice Charnstrom  
**Cc:** Tam, Steven [CORP] ; Kor, Jayne [CORP] ; oline Twiss  
**Subject:** RE: OIPC File F19-80246 - Notice of Investigation

Hi Janice,

As requested, please find attached a copy of VCH's reponse to the Commissioner's questions.

Should you have any questions, feel free to contact me.

-Daniel

--

**Daniel Nam**

Senior Legal Counsel  
Leader, Privacy and Freedom of Information

**Vancouver Coastal Health**

11th Floor, 601 West Broadway  
Vancouver, BC V5Z 4C2

Tel: 604.875.5600 ext 61843

Cell: 604.341.1768

Email: [Daniel.Nam@vch.ca](mailto:Daniel.Nam@vch.ca)

[www.vch.ca](http://www.vch.ca)

\*\*\*\*\*

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---

**From:** Janice Charnstrom [<mailto:JCharnstrom@oipc.bc.ca>]

**Sent:** Monday, September 09, 2019 3:25 PM

**To:** Kor, Jayne [CORP]

**Subject:** OIPC File F19-80246 - Notice of Investigation

Dear Jayne,

Thank you for your continued communication and for responding to my questions regarding this matter thus far. I appreciate your confirmation that the existing pager system contains vulnerabilities.

I write to advise that, as this matter is a priority for the Commissioner, we have opened an investigation file. Please find the Notice of Investigation attached.

The Commissioner has requested that VCHA provide fulsome answers to the following questions **within 24 hours**:

1. How will VCHA address the vulnerabilities that have been identified?
2. A timeline outlining the steps that will be taken for resolving this issue, including identifying any disclosure or security vulnerabilities?

It is my understanding that Deputy Commissioner, oline Twiss, will be speaking with Daniel Nam (Senior Legal Counsel) at 4pm today.

Thank you for your attention to this matter.

Best regards,

Janice

**Janice Charnstrom, BA, JD, CIPP/C, CIPM** *Investigator*

**[Office of the Information and Privacy Commissioner for BC](#)**

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tel. 250 - 356 - 0791 | fax 250-387-1696

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**Donnett, Melissa [CORP]**

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, September 09, 2019 2:41 PM  
**To:** Tam, Steven [CORP]  
**Subject:** RE: CTV news article related to privacy breach at VCH

Hi Steven,

Just tried to call you.

Just a small clarification: <sup>s. 13</sup>

[Redacted content]

Happy to chat,

Jayne Kor  
Privacy Advisor, Information Privacy Office Vancouver Coastal Health  
601 West Broadway  
Vancouver, BC V5Z 4C2  
jayne.kor@vch.ca  
<http://www.vch.ca>

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Patients/clients/residents: please visit <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the common risks and limitations you should be aware of when communicating health information through email or text.

-----Original Message-----

From: Tam, Steven [CORP]  
Sent: Monday, September 09, 2019 1:19 PM  
To: Scott, Janet [PH] [Privacy]; Lake, Dawn [PHSA]; Ashe, Mike  
Cc: Bayne, James; Nam, Daniel [CORP]; Kor, Jayne [CORP]  
Subject: RE: CTV news article related to privacy breach at VCH

Hi Janet/Dawn:

s. 13 s. 15

s. 13

Steven

-----Original Message-----

From: Scott, Janet [PH] [Privacy]

Sent: Monday, September 09, 2019 12:43 PM

To: Lake, Dawn [PHSA] <dawn.lake@hssbc.ca>; Tam, Steven [CORP] <Steven.Tam@vch.ca>; Ashe, Mike <mike.ashe@phsa.ca>

Cc: Bayne, James <James.Bayne@phsa.ca>

Subject: RE: CTV news article related to privacy breach at VCH

I need to send some information to our SLT

s. 13 s. 15

Any updates appreciated.

Thanks.

Janet

Janet Scott ART MBA CIPP/C

Leader, Information Access & Privacy

Phone: 604-806-8336

jscott@providencehealth.bc.ca

privacy@providencehealth.bc.ca

Fax: 604-806-8894

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-----Original Message-----

From: Lake, Dawn [PHSA]

Sent: Monday, September 09, 2019 12:28 PM

To: Tam, Steven [CORP]; Ashe, Mike; Scott, Janet [PH] [Privacy]

Cc: Bayne, James

Subject: RE: CTV news article related to privacy breach at VCH

Thanks Steven

Regards,  
Dawn Lake  
Senior Director  
Information Access & Privacy Services  
Provincial Health Services Authority

Office: 1333 West Broadway, Vancouver, BC, V6H 4C1  
Mobile: 604-970-8832 | dawn.lake@phsa.ca | www.phsa.ca

Assistant:  
Megan Williams  
megan.williams@phsa.ca

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-----Original Message-----

From: Tam, Steven [CORP]  
Sent: Monday, September 09, 2019 10:12 AM  
To: Ashe, Mike <mike.ashe@phsa.ca>; Lake, Dawn [PHSA] <dawn.lake@hssbc.ca>  
Cc: Bayne, James <James.Bayne@phsa.ca>  
Subject: FW: CTV news article related to privacy breach at VCH

FYI

-----Original Message-----

From: Chittock, Dean [VA]  
Sent: Monday, September 09, 2019 9:48 AM  
To: Penny Ballem <pballem@telus.net>; Ackenhusen, Mary [CORP] <Mary.Ackenhusen@vch.ca>; Tam, Steven [CORP] <Steven.Tam@vch.ca>  
Subject: FW: CTV news article related to privacy breach at VCH

Fyi.....<sup>s. 13</sup>

On 2019-09-09, 6:49 AM, "Allie Muniak"<sup>s. 22</sup> wrote:

Risk is mentioned in this...

Potential health data breach exposing names, medical conditions discovered by privacy researcher

A new investigation by the podcast 'Attention Control with Kevin Newman' looks into a potential major breach of sensitive health data of patients of a Vancouver area hospital.

<https://election.ctvnews.ca/potential-health-data-breach-exposing-names-medical-conditions-discovered-by-privacy-researcher-1.4581914>

Sent from my iPhone

**Donnett, Melissa [CORP]**

---

**From:** Tam, Steven [CORP]  
**Sent:** Monday, September 09, 2019 5:40 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Accepted: Response to OIPC











































































**Senior Executive Team  
 Briefing Note**

<b>TOPIC:</b>	
<b>DATE:</b>	
<b>PURPOSE:</b>	<input type="checkbox"/> <b>DECISION</b> <input type="checkbox"/> <b>INFORMATION</b> <input type="checkbox"/> <b>DISCUSSION</b> <input type="checkbox"/> <b>SEEKING DIRECTION</b>
<b>ATTACHMENTS:</b>	
<b>PREPARED FOR:</b>	
<b>PREPARED BY:</b>	
<b>SET LEAD:</b>	

<b>KEY POINTS:</b> ➤
-------------------------

**Situation:**

**Background:**

**Analysis (*include Risks and Opportunities*):**

**Recommendation:**



OFFICE OF THE  
INFORMATION &  
PRIVACY COMMISSIONER  
for British Columbia

Protecting privacy. Promoting transparency.

## NOTICE OF INVESTIGATION

September 9, 2019

BY EMAIL

Jayne Kor  
Privacy Advisor, Information and Privacy Office  
Vancouver Coastal Health  
1106 - 601 West Broadway  
VANCOUVER BC V5Z 4C2

Dear Jayne Kor:

**Re: Commissioner Initiated Investigation  
Vancouver Coastal Health Authority (VCHA)  
OIPC File F19-80246**

The Office of the Information and Privacy Commissioner for BC (OIPC) has opened an investigation concerning the identified vulnerabilities raised by the existing transport system pagers used by VCHA and to ensure compliance with respect to disclosure and security of personal information under the *Freedom of Information and Protection of Privacy Act* (FIPPA).

I have been assigned as the investigator and principal contact for this investigation. Please address future correspondence to me.

You may contact me by email at [JCharnstrom@oipc.bc.ca](mailto:JCharnstrom@oipc.bc.ca) or by calling (250) 356-0791, or by using the toll-free Enquiry BC phone line, which is (604) 660-2421 if you are calling from the Greater Vancouver area, or 1-800-663-7867 if you are calling from elsewhere in the province. A telephone operator will transfer your call free of charge.

If you have questions regarding this office's review and other processes, please see our FIPPA Guide to OIPC Processes, available on our website at <http://www.oipc.bc.ca/guidance-documents/1599>.

Sincerely,

Janice Charnstrom  
Investigator





OFFICE OF THE  
INFORMATION &  
PRIVACY COMMISSIONER  
for British Columbia

Protecting privacy. Promoting transparency.

August 26, 2019

Jayne Kor  
Privacy Officer  
Vancouver Coastal Health  
601 West Broadway, 11th floor  
VANCOUVER BC V5Z 4C2

Dear Jayne Kor:

**Re: Breach Notification  
Vancouver Coastal Health Authority  
OIPC File F19-80246**

Hello Jayne Kor,

I am the OIPC Investigator assigned to monitor the privacy breach reported by Vancouver Coastal Health Authority (VCHA) to this office on August 26, 2019. OIPC file F19-80246 has been assigned to this matter.

When a privacy breach occurs, the Information and Privacy Commissioner expects public bodies or organizations to take immediate action. Public bodies and organizations must make every reasonable effort to recover the personal information, to minimize the harm resulting from the breach and must take steps to prevent future breaches from occurring. This process involves assessing risks and notification of affected individuals (where appropriate) in a timely manner. The four steps for managing privacy breaches are outlined in our Privacy Breaches - Tools and Resources guidance document, which is available on our website at <https://www.oipc.bc.ca/guidance-documents/1428>.

I am also available to assist with respect to VCHA's responsibilities in regards to privacy breach management or protecting personal information. I can be reached at (250) 356 - 0791 or at [jcharnstrom@oipc.bc.ca](mailto:jcharnstrom@oipc.bc.ca)

Sincerely,

Janice Charnstrom  
Investigator











Not in attendance, Dean Chittock, Allison Muniak

1. James: s. 13  
[Redacted]  
[Redacted]
  
2. Susan capacity management suit – bed management / Teletracking – transport  
s. 13 s. 15 [Redacted] are a must otherwise high risk to patient safety s. 13 s. 15 [Redacted]  
s. 13 [Redacted]  
s. 13 [Redacted]  
[Redacted]  
In 2012 – s. 13 s. 15 [Redacted] became more readily available  
Police work on 2way radios (that are digital and encrypted)
  
3. Technology readiness done in October, s. 13 s. 15 [Redacted]  
[Redacted] Application support resources also  
needed. s. 13 s. 15 [Redacted]  
[Redacted] infrastructure upgrade needed.  
Cost to reconfigure CMS and timelines:  
Mike Ashe to followup with timelines  
From Cathy's team: timelines minimum s. 13 [Redacted]  
s. 13 [Redacted]  
[Redacted]  
[Redacted] Scope and size  
Cathy s. 13 s. 15 [Redacted]
  
4. External parties – oipc, media, complainant  
OIPC has been made aware. They want vulnerability shored but are also sympathetic to scope of  
task. s. 13 [Redacted]  
[Redacted] Fielded some queries.  
Media has been responded to with level message iterating back what was previously said  
according to Carrie Stefanson  
Complainant was first emailed asking if she or her organization has in personal information in  
their possession, and how they became aware of this. No response. Subsequent message sent  
out by Steven end of day 28-Aug-2019. s. 13 [Redacted]  
[Redacted]  
[Redacted]

Dear Ms. Lewis:

Thank you for bringing this important issue to the attention of Vancouver Coastal Health Authority (VCH). You are correct that at certain locations within VCH, we currently use legacy paging technology to communicate important information to care providers to support delivery of safe care to patients. As this commonly-used paging technology does not encrypt information the way that more modern technologies can, patient-related sensitive information can be intercepted with additional hardware, software and the requisite intentions and knowhow.

VCH takes patient privacy very seriously and is actively working to mitigate the privacy risks posed. Please note, however, that VCH has no information to suggest patient information has been compromised or used for a malicious purpose. If you have information which suggests this is occurring, please let us know so we can take appropriate steps to investigate and respond.

VCH currently has an initiative underway to replace our legacy paging systems across the Health Authority with a more secure messaging system using smartphone technologies. Replacing pagers across the organization is a complex undertaking which requires significant changes to technology infrastructure, workflows and issuing and training thousands of physicians and staff across our many sites and program areas to use smartphone devices with appropriate security, messaging and other software. All of this must be done in alignment with other technology projects aimed at improving health outcomes.

In the interim, we are taking steps to ensure every feasible measure is taken to safeguard patient information, including looking at ways to reduce patient personal information contained in paging messages (without compromising patient safety) as well as potential ways to encrypt or otherwise better secure existing paging technology.

In terms of meeting our goal to fully investigate any risk posed by the current paging system, we would greatly appreciate it if you would:

1. Confirm to the VCH Privacy Office the details of how your organization discovered the paging system vulnerability; and
2. Confirm to the VCH Privacy Office whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Office.

Sincerely,

Steven Tam  
Chief Privacy Officer



Dear Ms. Lewis:

Thank you for bringing this important issue to the attention of Vancouver Coastal Health Authority (VCH). You are correct that at certain locations within VCH, we currently use legacy paging technology to communicate important information to care providers to support delivery of safe care to patients. As this commonly-used paging technology does not encrypt information the way that more modern technologies can, patient-related sensitive information can be intercepted with additional hardware, software and the requisite intentions and knowhow.

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VCH currently has an initiative underway to replace our legacy paging systems across the Health Authority with a more secure messaging system using smartphone technologies. Replacing pagers across the organization is a complex undertaking which requires significant changes to technology infrastructure, workflows, and also requires issuing thousands of smartphone devices and training thousands of physicians and staff across our many sites and program areas to use smartphone-these devices with appropriate security, messaging and ~~other~~ software. All of this must be done in alignment with other technology projects aimed at improving health outcomes.

In the interim, we are taking steps to ensure every feasible measure is taken to safeguard patient information, including looking at ways to reduce patient personal information contained in paging messages (without compromising patient safety) as well as exploring potential ways to encrypt or otherwise better secure existing paging technology.

In terms of meeting our goal to fully investigate any risk posed by the current paging system, we would greatly appreciate it if you would:

1. Confirm to the VCH Privacy Office the details of how your organization discovered the paging system vulnerability; and
2. Confirm to the VCH Privacy Office whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Office.

Sincerely,

Steven Tam  
Chief Privacy Officer

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VCH takes patient privacy very seriously and is actively working to mitigate the privacy risks posed. Please note, however, that VCH has no information to suggest patient information has been compromised or used for a malicious purpose. If you have information which suggests this is occurring, please let us know so we can take appropriate steps to investigate and respond.

VCH currently has an initiative underway to replace our legacy paging systems across the Health Authority with a more secure messaging system using smartphone technologies. Replacing pagers across the organization is a complex undertaking which requires significant changes to technology infrastructure, workflows and issuing and training thousands of physicians and staff across our many sites and program areas to use smartphone devices with appropriate security, messaging and other software. All of this must be done in alignment with other technology projects aimed at improving health outcomes.

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1. Confirm to the VCH Privacy Office the details of how your organization discovered the paging system vulnerability; and
2. Confirm to the VCH Privacy Office whether you are in possession of any patient information. If this is the case, please return all patient information in a secure manner to our Office.

Sincerely,

Steven Tam  
Chief Privacy Officer

**From:** s. 22  
**To:** [Stefanson, Carrie \[CORP\]](#)  
**Subject:** Re: Data Breach - media request  
**Date:** Friday, August 23, 2019 4:47:25 PM

---

Hello Carrie,

Thank you for your response. Can you provide me with more details about what exactly you looked into and how you investigated?

It is our understanding that this data is still unencrypted on the frequency we mentioned.

Much appreciated,  
[REDACTED]

On Fri, Aug 23, 2019 at 2:08 PM Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)> wrote:

Hello [REDACTED]

We've inquired about your query and what I can tell you is, Vancouver Coastal Health has clear privacy protocols to protect patient information and we take breaches of privacy extremely seriously.

We have no information to suggest private patient information has been breached or used in any malicious way. Vancouver Coastal Health is constantly looking for better ways to protect patient information. Those measures will improve with new technology.

Regards,

Carrie

---

**From:** Stefanson, Carrie [CORP]  
**Sent:** Friday, August 16, 2019 2:29 PM  
**To:** s. 22  
**Subject:** RE: Data Breach - media request

Thanks [REDACTED] I'll get back to you by next Friday.

**From:** s. 22  
**Sent:** Friday, August 16, 2019 2:03 PM  
**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** Re: Data Breach - media request

Hi Carrie,

Thanks for the update. Yes, end of next week is the furthest I can push my current deadline.

Regards,  
[REDACTED]

On Fri, Aug 16, 2019 at 11:11 AM Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)> wrote:

Hello <sup>s. 22</sup> [REDACTED]

We are still trying to clarify the technical information involved with your request.

Can we get back to you by the end of next week? Thank you.

**From:** <sup>s. 22</sup> [REDACTED]

**Sent:** Monday, August 12, 2019 12:56 PM

**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>

**Subject:** Re: Data Breach - media request

Hi Carrie,

In November Sarah Jamie Lewis, the executive director of Open Privacy, a non-profit privacy research organization based in Vancouver reported to your privacy office that <sup>s. 15</sup> [REDACTED]

I'm requesting an interview with someone about this incident and what steps have been taken, if any, to investigate further.

Let me know if you have any further questions.

Thanks,

<sup>s. 22</sup> [REDACTED]

On Mon, Aug 12, 2019 at 12:35 PM Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)> wrote:

Hi <sup>s. 22</sup> [REDACTED]

Can you provide more information please? I'm unclear on what you are referring to. Thx.

**From:** <sup>s. 22</sup> [REDACTED]

**Sent:** Monday, August 12, 2019 12:18 PM

**To:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>

**Subject:** Data Breach - media request

Hi Carrie,

My name is <sup>s. 22</sup> [REDACTED]

I am emailing to request an in person interview with someone at Vancouver Coastal Health about a reported health data breach that was brought to your privacy office's attention in mid-November by Sarah Jamie Lewis.

I would like to speak to someone about what steps VCH is taking to investigate the report and what your data breach and privacy protocols are.

My deadline is end of this week but I am flexible if you require more time to find someone who can speak to me.

Please feel free to call or email with any further questions. I am in 5.22 and can be reached at [redacted]

Regards,

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

--

[redacted]

[redacted]

[redacted]

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[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



# Leaking Beeps:

Unencrypted Pager Messages in the Healthcare Industry

Stephen Hilt and Philippe Lin  
Trend Micro Forward-Looking Threat Research

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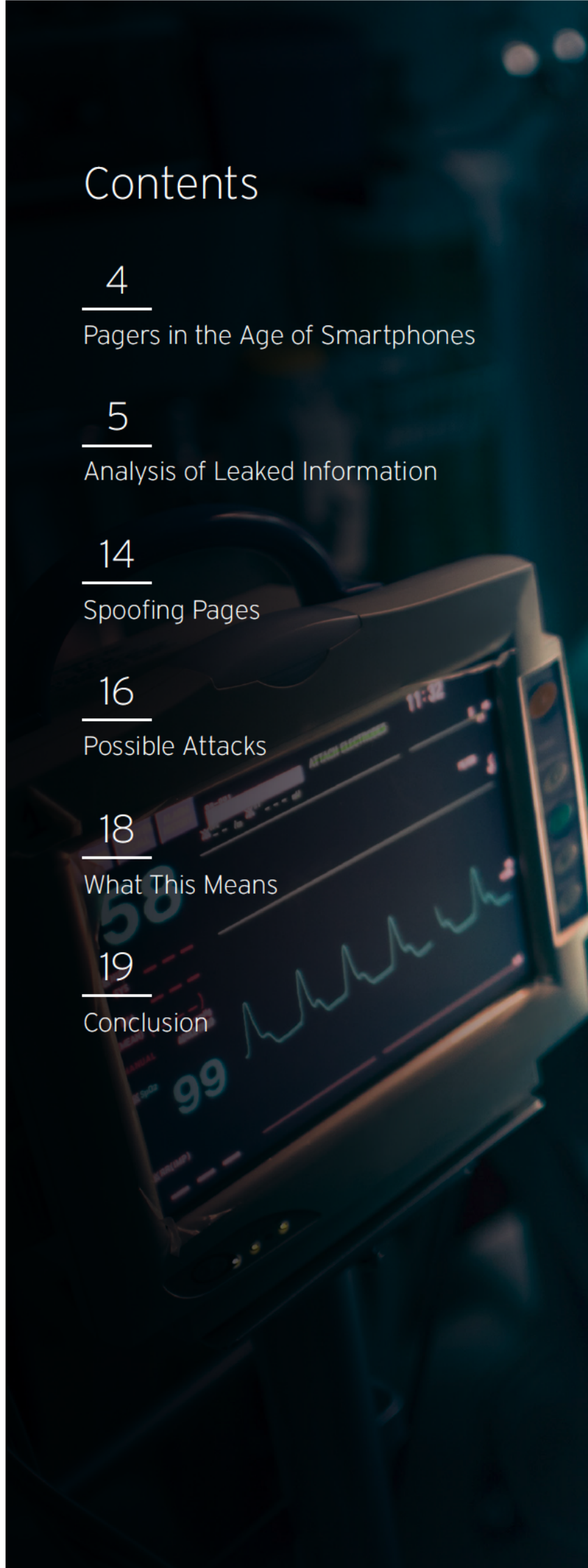
Possible Attacks

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What This Means

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Conclusion







Smartphones may have taken over the world, but several industries across the globe are still using the good old pager technology. Unfortunately, we have discovered that pager communication is not adequately secure. Because pager messages are unencrypted, third parties can view pager messages even remotely. All that is needed are some know-how on software-defined radio (SDR) and US\$20 for a dongle.

In “Leaking Beeps,” our series of studies on how this vulnerability in pager technology could put critical activities at risk, we will look at different industries that are still using pagers in day-to-day operations and what that means in terms of security. In this paper, we studied its implications for the healthcare sector.

We saw that attackers would be able to view interfacility transfer communication between hospitals and other medical facilities. This works regardless if the pager messages (pages) were manually typed or generated by workflow software.

We also saw the range of protected health information (PHI) that are available to attackers—e.g., email, phone numbers, date of birth, syndromes, and diagnosis. This makes the use of pager technology a likely violation of the Privacy and Security Rules in the Health Insurance Portability and Accountability Act (HIPAA), which can result in civil and criminal penalties for the affected healthcare organizations.

In this study, we were able to determine several actual medical-related events based on information seen in unencrypted pages. We were also able to demonstrate that it is possible to spoof pages and to come up with other technically-plausible attack scenarios given this vulnerability in pager technology.

Healthcare organizations must immediately reevaluate the use and maintenance of pagers. They should find more secure alternatives and procedures to avoid violating HIPAA regulations. Meanwhile they can observe some good paging content practices that uphold the security of PHI, like limiting the transmitted information to what is necessary without revealing too much. On the other hand, vendors must find ways to encrypt pager communication to protect customer privacy and should authenticate the source to prevent spoofed messages.

A more technically comprehensive version of this paper is available upon request.

# Pagers in the Age of Smartphones

Since the 1950s, physicians have been using pagers (also called beepers) that could receive pages up to 25 miles away from a single transmitter tower.<sup>1</sup> In the 1960s, the technologies used in walkie-talkies and automobile radios were combined to create the first transistorized pagers. It wasn't until the 1990s that the general public began using pager technology. However, its wider adoption was cut short as it was quickly replaced by current cellular technologies such as text messages or Short Message Service (SMS).

Pagers are still utilized today in many different sectors, mostly because they need at least one communication device to alert and inform an end user. IT departments, industrial automation, restaurants, and big hotels use pagers to deliver messages in a closed system within a limited distance. One of its primary uses seen today is within the healthcare sector—e.g., hospitals and large doctor offices. Most people who have been to hospitals recognize that the doctors and nurses still carry around pagers to help in the performance of their daily functions around facilities in many countries.

Cellular coverage can be weak or nonexistent inside a large hospital complex and mobile phone signals are thought to interfere with sensitive medical equipment. In Australia, Canada, European countries, Japan, and other countries, cellphones are still prohibited in specified areas in hospitals.<sup>2</sup>

As doctors and nurses need to receive messages in wards and operating rooms, pagers and Personal Handy-phone System (PHS) for medical facilities serve as an alternative means of communication.<sup>3</sup> In Japan, pagers or emergency radio using paging protocol are legally adopted as backup communication lines in cases of disasters.<sup>4</sup>

It doesn't take much power to transmit pages over long distances. Since it only requires a pre-defined wattage to be sent, pages were received even from tens of kilometers away from their transmitting facilities.

This research only focuses on the unencrypted pages that are sent over the air from medical facilities such as hospitals and large doctor offices.

*Note that Trend Micro's passive observation of certain clear text message content in the course of its security research was not the result of any attempt by Trend Micro to intercept or procure any such communications, and we strongly advise against any attempt to do so, as most countries prohibit this by law and severe criminal and/or civil penalties may result (see, e.g., 18 U.S.C. 2511).*

# Analysis of Leaked Information

Pagers were designed before security was even a concern and privacy standards were just coming about. HIPAA was enacted in 1996 during the height of pager technologies.<sup>5</sup> Pagers are rarely encrypted and pages are sent over the airwaves unencrypted. Through technical means, we were able to decode pager messages using software-defined radio (SDR) and a USB dongle as cheap as \$20.

After setting up our equipment and software to observe pager messages, we began analyzing what types of information are being passed along in the clear. We did this to determine how well pager technology—a relatively outdated means of communication—stands against today’s attackers, who have easy access to decoding tools as well.

The pager contents themselves are varied in form. This pie chart shows the distribution of data types seen in this research:

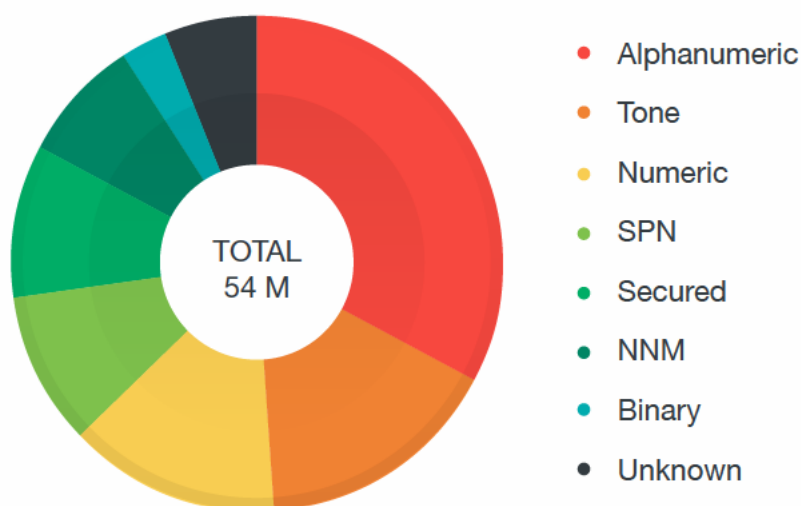


Figure 1: Data type distribution

Data Type	Percentage
Alphanumeric	33%
Tone	16%
Numeric	14%
SPN	10%
Secured	10%
NNM	8%
Binary	3%
Unknown	6%

While identifying the frequencies used in countries from around the world, we noticed that unencrypted pages are a systemic problem affecting several states in the US, and even other countries like Canada.

The period of our observation is from 25 January to 25 April 2016. During the four months of study, we have monitored 54,976,553 records of pages, among which 18,368,210 (33.41%) are alphanumeric, and among which 2,075,765 (11.3%) were transmitted from hospitals or healthcare centers.

## Communication Inside and Outside the Hospital

Interfacility transfer (IFT) is defined as “any transfer, after initial assessment and stabilization, from and to a health care facility,”<sup>6</sup> a scenario where paging messages would be transmitted. Medical facilities include, but are not limited to clinics, hospitals, acute service, surgery hospitals, rehabilitation centers, and long-term care.

The protected health information (PHI) are associated to a patient in all forms of documentation, both in physical and electronic records, which includes the name, date of birth, telephone number, diagnosis.<sup>7</sup> It also includes information that that “enables safe, effective and efficient” IFT<sup>8</sup> such as levels of acuity, syndromes, hospital data, emergency department data, medical orders and special care,

To exercise discretion, a low voice is advised for oral communication. Although data encryption is not written in the protocols, “during a radio patch, information should be limited to what the receiving facility needs to know about the patient to prepare for the patient’s arrival and treatment.”<sup>8</sup> The name of the accepting physician may have to be included with the transfer orders, according to state or local laws.<sup>9</sup>

We have observed abundant IFT pages that were either generated by software with interfacility coordination functions or manually entered, as well as pages transmitted in the EMS (Emergency Medical Services) workflow.

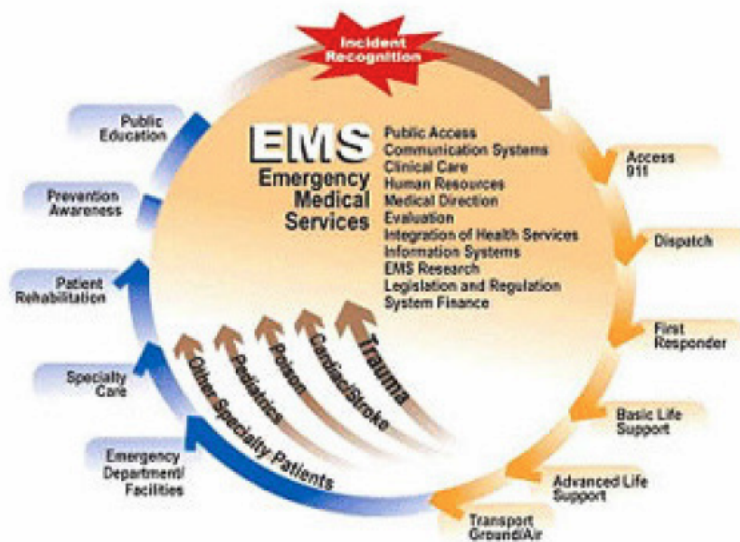


Figure 2: EMS System Approach and Components<sup>10</sup>

Imagine a case where there is a patient and someone calls 911 for help. As 911 receives the call, a message is sent to pagers in order to indicate location, incident type, and sub type.

The page for a patient with chest pain, for instance, may look like this:

```
From: ipage@[DOMAIN] - Location: 220 [ADDRESS],205 Xstreet1: [ADDRESS] WXstreet2:  
DEAD END TYPE CODE: EMS SUB TYPE: CHEST_PAINS TIME: 11:43:29 Disp: E2
```

Based on what we've seen from the pages, transfer requests are not limited to 911. It could be a rescue team or an ambulance of a hospital, or even another medical facility, giving details before a patient arrives.

In fact, every step of the medical transaction could be observed from pages. We've seen pages describing admission to the emergency department, bed requests, in-facility transfer preparation requests, treatment orders, patient status updates up until the discharge or further transfer process. Many other similar tasks and activities transmitted via workflow software or otherwise can be observed through the pages.

Workflow software integrates a patient’s electronic medical records (EMR), room/bed status, in-facility transportation, and location service (such that an alarm is automatically suppressed when a nurse comes), as well as post-acute referral and post-care phone calls. While some vendors put emphasis on security and confidentiality in their data centers, unencrypted radio signals may have a negative impact to confidentiality.

We also observed that a medical reference number (MRN) is usually included in pages sent by workflow software.

## Protected Health Information

The table below shows statistics of protected health information (PHI) or sensitive information that were observed during the span of the research:

Email	805,609	28%
Medical terms	647,745	23%
English names	510,313	18%
Syndromes / Diagnosis	399,862	14%
Medicine on FDA drug list	164,117	6%
Phone numbers	124,949	4%
Date of birth, age, gender	110,708	4%
Medical reference number	90,124	3%
URL	6,371	0%

Table 1: Distribution of PHI seen during the span of the research

Among 84,400 records of a specific workflow software, there are 12,921 records with MRN, among which we could identify 4,628 distinct MRN, roughly 5,468 distinct names, and 21,795 distinct dates of birth. Patients are frequently transported from and to the following places: emergency department (ED), Diagnostic Radiology, Computed Tomography (CT), Echo, Magnetic Resonance Imaging (MRI), CPC, Interventional Holding, Ultrasound, Pediatric ED, Vascular Lab, Stress Lab. Interestingly, we found cases like a patient who went to EEG on the first day, MRI on the second, and EEG again on the third day. Some of these records are simple bed requests and do not contain PHI.

From an unidentified software, we have 401,795 records of PHI, where we can identify about 77 thousand patient names. There are optional medical reference numbers (MRN), patient's name, age, gender, unit, diagnosis and names of doctors. Popular units in this kind of pages are Central PPC, ED (emergency department), PACU (post-anesthesia care unit), SICU (surgical intensive care unit), ICU (intensive care unit), CCU (critical care unit), 2COH, operating room, DSU (day surgery unit).

The common diagnoses observed in the pages are the following:

Popular units in this kind of pages are Central PPC, ED (emergency department), PACU (post-anesthesia care unit), SICU (surgical intensive care unit), ICU (intensive care unit), CCU (critical care unit), 2COH, Operating Room, DSU (day surgery unit).

Exactly as written in pages, the common diagnoses observed are the following:

- CHEST PAIN (CP)
- UNSPECIFIED ABDOMINAL PAIN
- ENCOUNTER FOR SUPRVSN OF NORMAL PREGNANCY, UNSP TRIMESTER
- PNEUMONIA
- DYSPNEA
- SYNCOPE AND COLLAPSE
- FEVER
- WEAKNESS
- HEART FAILURE
- DEHYDRATION
- SHORTNESS OF BREATH (SOB)
- URINARY TRACT INFECTION
- SEPSIS
- ATHSCL HEART DISEASE OF NATIVE CORONARY ARTERY W/O ANG PCTRS
- OTHER INTESTINAL OBSTRUCTION
- ALTERED MENTAL STATUS
- BLEEDING
- HEADACHE

Uncommon diagnoses observed are the following:

- Suicidal intention
- PERIANAL ABSCESS
- Acute CVA (cerebrovascular accident)

Medical terms found in pages are related to the treatment or which organ or area is being examined in the patient. They may reveal the sickness and its severity. Note that 'phleb' is the first place, because a hospital used group pages to send copies of messages to a group of people, resulting in data bias.

Phleb	85,079
EKG	35,138
Sepsis	29,430
Xray	20,218
Ortho	12,591
Kidney	11,197
Anemia	10,988
Cellulitis	10,124
Resistivity	9,594
Dyspnea	8,417
Anesthesia	7,752
Atrial	6,767
Hemorrhage	6,529
Troponin	6,262
Nebulizer	6,107
Pharm	5,720
Stenosis	4,503
Pancreatitis	4,287
Endoscopy	3,894
Spirometry	2,429
Transvaginal	2,058

Table 2: Medical terms related to diseases seen in the research



Drugs in pages are even more relevant to a patient’s sickness. We may guess a patient’s disease through the kind of treatment accorded to the patient. We can also get a rough estimate of common sicknesses affecting an area.

Albuterol (a common bronchodilator)	23,175
Tylenol	6,134
Duoneb (treats COPD and asthma)	5,586
Coumadin (AKA Warfarin)	5,240
Ipratropium	5,020
Zofran (prevents nausea and vomiting)	4,844
Heparin (prolongs blood clotting time)	4,238
Insulin	4,197
Acetaminophen	3,669
Ativan (a benzodiazepine tranquilizer)	3,630
Ondansetron (treats vomiting)	3,545
Lasix (treats fluid retention in people with congestive heart failure, etc.)	3,278
Vancomycin <sup>18</sup> (last-line antibiotics)	3,029
Morphine	2,763
Nikki (treatment of moderate acne vulgaris)	1,554

Table 3: Medical terms related to treatments or cures seen in the research

Fortunately, the researchers also observed good practices that uphold the security of PHI. Some pages simply contain a patient’s age, gender and a brief summary of symptoms. While the privacy is well-protected, doctors and nurses can still prepare before the patient arrives.

## Case Studies

The following three case studies are meant to show that through the pages we were able to draw some reasonable assumptions related to the patient's medical transaction, treatment plan, and other details that would be considered confidential.

### Case study of pages from the pharmacy

Pharmacies commonly receive a lot of pages. People with malicious intent can correlate the drugs used by a specific patient. For example, let's say Ondansetron, Pantoprazole and Cefepime are required for a certain patient. We can reasonably deduce that he or she has erosive esophagitis and the anti-nausea drug Ondansetron was prescribed to prevent side effects.

### Case study of patient with acute kidney injury

A 26-year-old female was vomiting in the emergency department. A bed (#1029) was quickly requested and assigned as she was diagnosed with acute kidney injury, dehydration, DM gastroparesis (a condition where stomach motility is impaired), and hypokalemia (potassium deficiency in the blood stream, which can be fatal in this case).

After 10 days, she came to the hospital again with the same complaint. With her condition, she was supposed to die if the condition persisted for 10 days, so we could assume her that symptoms were relieved (or the first diagnosis was not accurate, which we cannot deduce). Another bed was requested and assigned for her.

After 12 days, she came to the hospital again, complaining of vomiting and nausea. Again, a bed (#0535) was requested and assigned. She was quickly diagnosed again as hypertensive emergency, N/V (nausea/vomiting), and diabetic gastroparesis.

For an unknown reason, she stayed in room #0393 and later transferred to #0565. We have no idea why her symptoms recurred and why such a serious disease happened to a 26-year-old woman.

### Case study of patient with hyponatremia

A female patient of unknown age was sent to an emergency department at 3 AM on the first day. She was immediately transferred to a bed and diagnosed with chest pain and hyponatremia (a condition where the level of sodium in the blood is very low). At 7 AM, she went to CT and went to nuclear medication afterwards. She was back to bed at 9 AM and rested for the rest of the day.

On the second day, she went from the room to the stress lab at 8 AM, underwent inspection, and returned to her room at noon.

We don't know what happened on the third day.

On the fourth day, she went from bed to nuclear medication again at 9 AM. Having done diagnostic radiology, she came back to bed and was discharged on a wheelchair with IV (intravenous injection) and left the hospital.

In this case, we could not guess the reason of her chest pain and hyponatremia. No medicine was prescribed through the paging system.

# Spoofting Pages

Lots of information can be seen from sniffing pager messages. However, it is also possible to inject your own pages if you have basic information about the systems in use. Without encryption and authentication, pager messages are easy to spoof as there is no way to verify that the messages are sent from trusted and known sources.

To test these theories, Trend Micro bought some pagers to simulate the sending of pager messages. The goal was to send pages that were created by the researchers and prove that valid pagers would receive crafted messages from SDR. The simulation was done in a secure environment so it would not affect any existing pager systems.

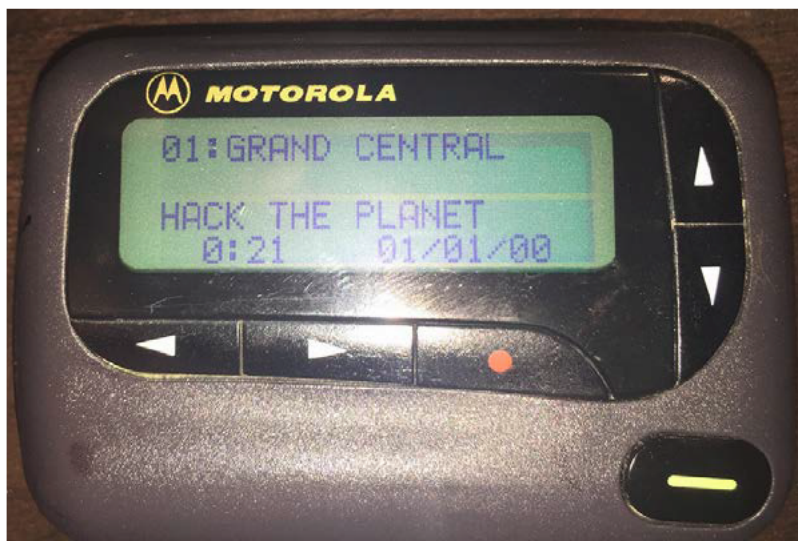


Figure 3: Test pager receiving test messages

Multiple tests were conducted to see the type of pager message formats sent and the cloning of these types. The messages were successfully sent and decoded by a couple of popular paging decoder software.

Based on the results, we can conclude that messages can be sent to any pager with the same protocol, as long as the transmitting power of the radio and antenna support the distance needed to successfully spoof messages. In this case, we tested the POCSAG (Post Office Code Standardization Advisory Group) protocol, which is one of just two protocols typically used by pagers, the other one being FLEX.

Our experiment proves that systems relying on pager technology can be easily compromised.

# Possible Attacks

With private information being sent over the air through paging technologies that have no encryption and authentication, an obvious attack is to take advantage of the information against a potential target. Privacy regulations in various countries have prohibited protected health information from being leaked. However, this research reveals that the lack of encryption on private information has been overlooked for a long time.

While some people assume that communication is secure as it is going through private registered frequencies, it does not stop an attacker from looking into unencrypted frequencies. Trend Micro came up with some hypothetical attack scenarios based on information we saw during the research.

- **Sending pages to the pharmacy for medication** – Motivated attackers could sabotage a target's treatment program, wherein spoof pages can be sent to deliver medicine with a counter-effect (like Warfarin to patients with hemophilia). Patients dealing with drug addiction issues could perpetuate substance abuse by paging the pharmacy for excessive dosages of painkillers like morphine. Verification depends on the back end of the system to check whether the originating page was from an authorized source, along with pharmacists or other concerned medical staff to prevent the wrong medication from being administered.
- **Moving patients within facilities** – Attackers can also hijack pager messages to direct a target to the wrong operating room. This could cause issues with medical staff performing the wrong procedures to patients if the documentation is not updated or located in other venues within the facility. This could lead to inconvenience, irreparable damage or death, if attackers are aware of a target's preexisting condition.
- **Declaring an emergency inside facilities** – Pranksters and threat actors could spoof pages to declare an emergency. With this scenario, people can be driven to a specific area so that the attacker can isolate areas and have little resistance in gaining physical access to specific locations or facilities. The attacker could be physically going after a target or working on getting access to confidential information.
- **Intercepting calls from the officiating doctors** – Prior to surgery, the staff may ask for a conversation with the doctor. Pages can be sent to request the doctor to call the staff, which can be redirected to

an attacker's phone number. If the doctor is not familiar with the requesting party, the information may be leaked to another person. Information like a patient's condition and severity of the disease can then be used as part of reconnaissance or directly for sabotage.

- **Stealing a dead person's identity** – In some countries and regions, a death notification is sent when a patient dies. It may be possible to steal relevant information and use the details to make claims on the family's behalf. Alternatively, an attacker can send pages to declare someone dead, causing unnecessary confusion or grief.
- **Spoofing messages** – There is an SMS gateway that forwards SMS messages to pagers. With messages claiming to be from a trusted source, this could be used in multiple types of attacks such as getting someone to leave a room, have someone call a number, visit malicious links, and other social engineering tactics.

# What This Means

Patients in different countries like the US, UK, and Australia are assured through their contracts that personal and medical information are confidential. Medical or health privacy is an important aspect of providing healthcare service, involving both doctor discretion in discussing details of a patient's condition and the security of a patient's medical records. However, hospitals and other medical facilities may be routinely violating medical privacy agreements unknowingly through the continuous use of pager technology.

HIPAA recognizes the risks of using pager technology with unencrypted messages, which is usually the case. In fact, HIPAA discourages the use of pagers. Should hospitals insist on using this technology, it requires additional safeguards like user authentication.

Violations of HIPAA regulations by covered entities (CE) have corresponding penalties based on these several categories:

Category	Description	Penalty
Category 1	A violation where the CE was unaware and could not have realistically avoided the circumstance, exerted reasonable effort to abide by HIPAA Rules.	Minimum fine of \$100 per violation up to \$50,000
Category 2	A violation that the CE should have been aware but could not have avoided the circumstance even with a reasonable amount of care (but falling short of willful neglect of HIPAA Rules.)	Minimum fine of \$1,000 per violation up to \$50,000
Category 3	A violation that results from willful neglect of HIPAA Rules, where an attempt has been made to correct the violation.	Minimum fine of \$10,000 per violation up to \$50,000
Category 4	A violation of HIPAA Rules constituting willful neglect, where no attempt has been made to correct the violation.	Minimum fine of \$50,000 per violation

Table 4: HIPAA Violation Penalty Structure<sup>11</sup>



# Conclusion

Paging technology has been in the market for more than 60 years. Despite smartphones' role in our everyday life, there are still some industries that are dependent on the pager technology. Before software defined radio became popular, pager technology was considered secure despite the lack of encryption and authentication. An attacker had to pay big money or must have good knowledge on radio and hardware wiring to sniff clear text in the air.


Nowadays, anyone can simply buy a US\$20 DVB-T USB dongle and run relevant software to do the same task. Even if pager protocols are expected to transmit messages reliably with low power, sniffers can be miles away from the target and still get the same information.

Trend Micro recommends the following practices to mitigate security issues and protect the PHI's privacy:

- **Encrypt the communication** - Even a simple pre-shared key (PSK) encryption can raise the bar for the attacker. More sophisticated encryption methods mean more secure communication. Given the current development in embedded hardware, asymmetric encryption is possible without much impact on cost.
- **Authenticate the source** - To prevent spoofed messages from being accepted by the system, there should be authentication designed in the firmware. When in doubt of weird medical information, make a phone call or meet with the person to verify the information.
- **Do not transmit multiple factors of PHI** - As the researchers have mentioned in the case of some healthcare providers, it is good practice to send pages that cannot be identified without relevant documentation on the receiving end. For example, medical reference numbers and part of the date of birth should be enough to confirm the identity of the patient when combined with offline information on the receiving end.

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## Donnett, Melissa [CORP]

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**From:** Reyes-Metcalf, Judith  
**Sent:** Tuesday, August 20, 2019 4:17 PM  
**To:** Kor, Jayne [CORP]; Ma, Hank [PHSA]; Le, Rick  
**Cc:** Stefanson, Carrie [CORP]; Palmer, Cathy [VA]  
**Subject:** RE: ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019

Hi Jayne,

From a CMS perspective Cathy has several meetings lined up which includes:

- CMS Steering Committee (this Thursday) to discuss possible workflow changes s. 13
- s. 13
- Spok Project Meeting (Friday) – for a project status update

Hopefully we can provide you further updates after the meetings.

Thanks,  
Judith

**Judith Reyes-Metcalf**  
**Senior Manager,**  
**Acute & Ambulatory Information Solutions**  
Office: 604-675-3939 ext. 67901  
Blackberry: 604-828-0219

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**From:** Kor, Jayne [CORP]  
**Sent:** Tuesday, August 20, 2019 3:00 PM  
**To:** Ma, Hank [PHSA] ; Reyes-Metcalf, Judith ; Le, Rick  
**Cc:** Stefanson, Carrie [CORP]  
**Subject:** RE: ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019

Thank you Hank!

I may need to reach out for IMITs' "intended next steps to address this matter" but let me first collate with info from CMS when I get it.

Cheers,

**Jayne Kor**

Privacy Advisor, Information Privacy Office

**Vancouver Coastal Health**

601 West Broadway

Vancouver, BC V5Z 4C2

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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**From:** Ma, Hank [PHSA]

**Sent:** Tuesday, August 20, 2019 12:45 PM

**To:** Kor, Jayne [CORP]; Reyes-Metcalfe, Judith; Le, Rick

**Cc:** Stefanson, Carrie [CORP]

**Subject:** RE: ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019

Hi Jayne,

How are you?

Please find my responses below:

[Verbiage from James' team needed]

s. 13 s. 15

I hope that helps, please let me know if you require further information.

Best regards,

Hank

---

**From:** Kor, Jayne [CORP]

**Sent:** Monday, August 19, 2019 2:22 PM

**To:** Ma, Hank [PHSA] <[hank.ma@hssbc.ca](mailto:hank.ma@hssbc.ca)>; Reyes-Metcalf, Judith <[jreyes@phsa.ca](mailto:jreyes@phsa.ca)>; Le, Rick <[Rick.Le@phsa.ca](mailto:Rick.Le@phsa.ca)>

**Cc:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>

**Subject:** ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019

**Importance:** High

Hi Hank, Judith et al,

Here's my first draft of the Briefing Note.

I've highlighted in BLUE the sections where Hank and IMITs should weigh in.

Sections in YELLOW would benefit from input from CMS.

**Could I please have some responses by end of day tomorrow 20-AUG-2019?**

Meanwhile, if you have any questions or concerns, my number is below.

Thanks in advance!



**Jayne Kor**

Privacy Advisor, Information Privacy Office  
Vancouver Coastal Health  
1108 – 601 West Broadway  
Vancouver, BC V5Z 4C2  
604-875-4925 Phone  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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**From:** Bayne, James  
**Sent:** Thursday, August 15, 2019 1:42 PM  
**To:** Kor, Jayne [CORP]  
**Cc:** Chahal, Mickey [PHSA]; Stouse, Paul [PH]; Tan, Tanico; Stefanson, Carrie [CORP]  
**Subject:** Re: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Thanks Jayne,

s. 13

James

On Aug 15, 2019, at 1:31 PM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi Mickey, (et al)

In follow up to our phone conversation earlier this morning, here is a summary of the issue as requested.

A member of the public contacted VCH Privacy some time ago and has since pursued going to the media with an allegation that <sup>s. 13 s. 15</sup>

VCH Public Affairs (Carrie Stefanson) has been in contact with the media company and I have reached out to the original complainant to acquire further details as to how someone might access this information and what the steps involved are.

At first we [Privacy] were unsure even as to what paging system they were referring to. <sup>s. 13 s. 15</sup>

Mickey, I sent you the details of the step by steps in previous emails this morning.

Before Privacy / Public Affairs respond, we'd like to confer with IMITS, Voice / Switchboard, and the Spok Team in order to come up with a comprehensive and consistent response to both media and the original complainant.

To that end, I've emailed / called:

I've reached out to Paul Stause (Switchboard)

I've reached out to Tanico Tan (CMS)

I've reached out to James Bayne (IMITS Security)

and I've reached out to yourself (Spok)

I would like to confirm and verify the following:

s. 13 s. 15

I'm happy to set up a meeting in order to discuss crafting a response to both media and the original complainant.

Hoping to do so by end of this week but more likely, earlier next week when we can get everyone schedules aligned to take a t-con

Thanks,

**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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## Donnett, Melissa [CORP]

---

**From:** Bayne, James  
**Sent:** Thursday, August 22, 2019 12:28 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Re: LATEST VERSION: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 22-AUG-2019

Ok thanks

s. 13

James

On Aug 22, 2019, at 12:05 PM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi James,  
I sent a working draft to Media Affairs this morning with the caveat that I'm meeting with Steven and bringing this to AAPs Monday.  
Essentially, there should be enough detail for a media issue note but I will need more granularity for the original requestor and internal VCH Leadership....could you get me some more details by week's end?

I'm aiming for final draft of briefing not first thing next week (after AAPS).

Here's the latest version

**Jayne Kor**

**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**

**601 West Broadway**

**Vancouver, BC V5Z 4C2**

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

<http://www.vch.ca>

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---

**From:** Bayne, James

**Sent:** Thursday, August 22, 2019 12:00 PM

**To:** Kor, Jayne [CORP]

**Subject:** RE: LATEST VERSION: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 22-AUG-2019

Hi Jayne, I am hoping to get to this today. When is your deadline?

James

---

**From:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>

**Sent:** Wednesday, August 21, 2019 3:49 PM

**To:** Bayne, James <[James.Bayne@phsa.ca](mailto:James.Bayne@phsa.ca)>

**Subject:** LATEST VERSION: CID 8559 - VGH Patient details being broadcast over radio  
DEADLINE end-of-day 22-AUG-2019

Hi James,

Actually, having just finished my t-con with CMS, could you please review this latest version?  
Thanks!

**Jayne Kor**

**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**

**601 West Broadway**

**Vancouver, BC V5Z 4C2**

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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---

**From:** Bayne, James

**Sent:** Wednesday, August 21, 2019 3:41 PM

**To:** Kor, Jayne [CORP]

**Subject:** Re: ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio  
DEADLINE end-of-day 20-AUG-2019

Ok, I will take a look

James

On Aug 21, 2019, at 2:57 PM, Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi James,

Almost... I have a call in 5 mins with CMS to go over their content.

Meanwhile, here's the latest version.

If you could weigh in on the highlighted blue section.

I'll aim to have a working document out by end of day or first thing tomorrow.

Thanks!

**Jayne Kor**

**Privacy Advisor, Information Privacy Office**

**Vancouver Coastal Health**

**601 West Broadway**

**Vancouver, BC V5Z 4C2**

[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)

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common risks and limitations you should be aware of when communicating health information through email or text.

---

**From:** Bayne, James  
**Sent:** Wednesday, August 21, 2019 2:55 PM  
**To:** Kor, Jayne [CORP]  
**Subject:** Re: ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019  
Hi Jayne  
Do you have what you need for this?

James

On Aug 21, 2019, at 1:54 PM, Ma, Hank [PHSA] <[hank.ma@hssbc.ca](mailto:hank.ma@hssbc.ca)> wrote:

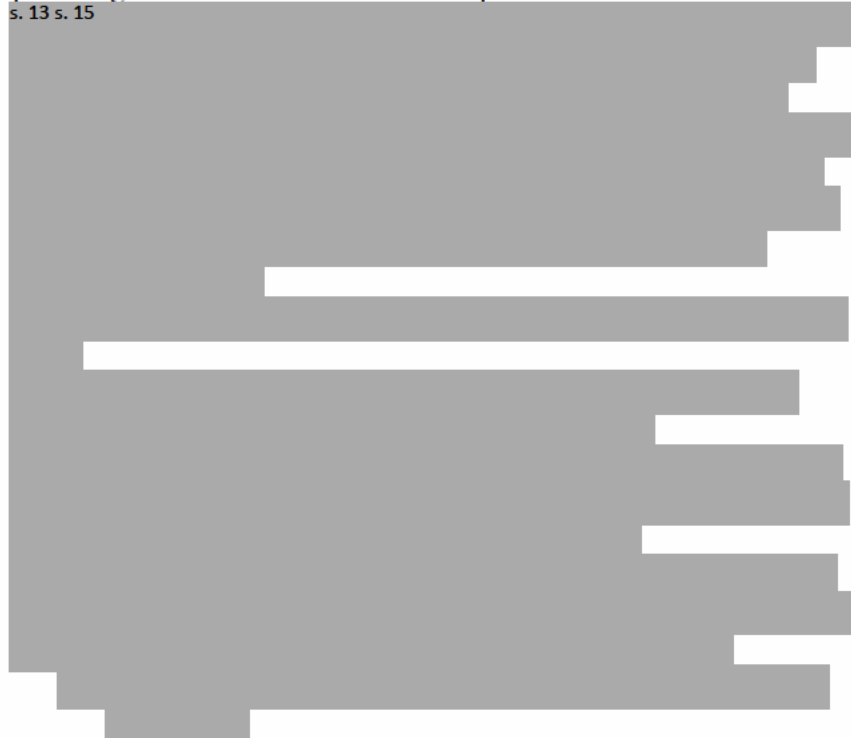
Here you go, you were not on the original email thread.  
Best regards,  
Hank

---

**From:** Ma, Hank [PHSA]  
**Sent:** Tuesday, August 20, 2019 12:45 PM  
**To:** Kor, Jayne [CORP] <[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)>; Reyes-Metcalf, Judith <[jreyes@phsa.ca](mailto:jreyes@phsa.ca)>; Le, Rick <[Rick.Le@phsa.ca](mailto:Rick.Le@phsa.ca)>  
**Cc:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** RE: ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019

Hi Jayne,  
How are you?  
Please find my responses below:  
[Verbiage from James' team needed]

s. 13 s. 15





I hope that helps, please let me know if you require further information.

Best regards,  
Hank

---

**From:** Kor, Jayne [CORP]  
**Sent:** Monday, August 19, 2019 2:22 PM  
**To:** Ma, Hank [PHSA] <[hank.ma@hssbc.ca](mailto:hank.ma@hssbc.ca)>; Reyes-Metcalf, Judith <[jreyes@phsa.ca](mailto:jreyes@phsa.ca)>; Le, Rick <[Rick.Le@phsa.ca](mailto:Rick.Le@phsa.ca)>  
**Cc:** Stefanson, Carrie [CORP] <[Carrie.Stefanson@vch.ca](mailto:Carrie.Stefanson@vch.ca)>  
**Subject:** ACTION REQUIRED: CID 8559 - VGH Patient details being broadcast over radio DEADLINE end-of-day 20-AUG-2019  
**Importance:** High

Hi Hank, Judith et al,  
Here's my first draft of the Briefing Note.  
I've highlighted in BLUE the sections where Hank and IMITs should weigh in.  
Sections in YELLOW would benefit from input from CMS.  
**Could I please have some responses by end of day tomorrow 20-AUG-2019?**  
Meanwhile, if you have any questions or concerns, my number is below.  
Thanks in advance!

**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**1108 – 601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
**604-875-4925 Phone**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
<http://www.vch.ca>

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---

**From:** Bayne, James  
**Sent:** Thursday, August 15, 2019 1:42 PM  
**To:** Kor, Jayne [CORP]  
**Cc:** Chahal, Mickey [PHSA]; Stouse, Paul [PH]; Tan, Tanico; Stefanson, Carrie [CORP]  
**Subject:** Re: CID 8559 - VGH Patient details being broadcast over radio (privacy breach)

Thanks Jayne,

s. 13

James

On Aug 15, 2019, at 1:31 PM, Kor, Jayne [CORP]  
<[Jayne.Kor@vch.ca](mailto:Jayne.Kor@vch.ca)> wrote:

Hi Mickey, (et al)

In follow up to our phone conversation earlier this morning, here is a summary of the issue as requested.

A member of the public contacted VCH Privacy some time ago and has since pursued going to the media with an allegation that

s. 13 s. 15

VCH Public Affairs (Carrie Stefanson) has been in contact with the media company and I have reached

out to the original complainant to acquire further details as to how someone might access this information and what the steps involved are. At first we [Privacy] were unsure even as to what paging system they were referring to.<sup>s. 13 s. 15</sup>

[REDACTED]

Mickey, I sent you the details of the step by steps in previous emails this morning.

Before Privacy / Public Affairs respond, we'd like to confer with IMITS, Voice / Switchboard, and the Spok Team in order to come up with a comprehensive and consistent response to both media and the original complainant.

To that end, I've emailed / called:

I've reached out to Paul Stause (Switchboard)

I've reached out to Tanico Tan (CMS)

I've reached out to James Bayne (IMITS Security) and I've reached out to yourself (Spok)

I would like to confirm and verify the following:

<sup>s. 13 s. 15</sup>  
[REDACTED]

I'm happy to set up a meeting in order to discuss crafting a response to both media and the original complainant.

Hoping to do so by end of this week but more likely, earlier next week when we can get everyone schedules aligned to take a t-con  
Thanks,

**Jayne Kor**  
**Privacy Advisor, Information Privacy Office**  
**Vancouver Coastal Health**  
**601 West Broadway**  
**Vancouver, BC V5Z 4C2**  
[jayne.kor@vch.ca](mailto:jayne.kor@vch.ca)  
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**From:** [Sarah Jamie Lewis](#)  
**To:** [Kor, Jayne \[CORP\]](#)  
**Subject:** Re: VGH Patient details being broadcast over radio (privacy breach)

---

Hi Jayne,

We came across this breach while undertaking a different radio based research project. During that project we noted potential interference from signals in the paging band, and were surprised to find that they were unencrypted hospital communications. As stated in my initial email, patient data is being continually broadcast across the greater vancouver area.

> Can you offer some examples of an intercepted message

See the following for 2 examples of the kinds of data we have seen, please note I have -heavily- redacted the below snippet, to remove the patients name and age, and the attending doctor, but all of that information was publicly accessible.

ASSGN RTM: [REDACTED NAME] M [REDACTED AGE] M Isolation:FACIAL PROTECTION (DROPLET) Dest Room-Bed: 612N-4 Dest Bed Status: Clean Origin Unit: REMR Attending: [REDACTED DOCTOR NAME] Level of Care: Medicine Diagnosis: LEFT PNEUMONIA

TM @ Now, Bed ASSGN [T]: [REDACTED NAME] [REDACTED AGE] M Isolation:NO ISOLATION Dest Room-Bed: 4D660-1 Dest Bed Status: Clean Origin Unit: ICU Admitting: [REDACTED DOCTOR NAME] Diagnosis: LIVER TRANSPLANT

As you can see both appear to be structured, but slightly differ in format - these are not the only two formats we have observed, and that likely implicates multiple systems.

We have also seen messages begin with BED-RQSTD and other room assignment / transfer details, as well as test details. We have seen references to many vancouver hospital departments including VGH, St Pauls, Mount St Josephs and Lionsgate - we believe that this system is running between most if not all of the hospitals in the area.

> details as to where, and when obtained this information?

Again I must stress that this is an ongoing breach of patient medical data.

We must restate that this information is being broadcast continually but the above 2 snippets were broadcast on November 12 2018 at 22:44 and 23:06 respectively, the day I first contacted you regarding this issue.

It is also worth noting that we have been able to confirm the authenticity of this data by cross referencing the information with a public obituary and a media report regarding an unusual medical event. We are very confident at this point that this information is originating from Vancouver hospital infrastructure and reflects current patient medical data, and our main priority as a non profit focused on the privacy of marginalized communities is in ensuring that this breach is closed.

To that end if there is anything else my team can do to aid your



investigation, please let me know.

Thanks,  
Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society

On Tuesday, August 20, 2019 9:00:12 PM PDT you wrote:

> Hello Sarah,

>

>

>

> Thank you for this last correspondence.

>

>

>

> I have connected with our IMITs Security Team as well as Patient Transport  
> to further investigate this matter.

>

>

> At this time, they are scrutinizing our porter paging system; what type of  
> information is being sent through this mode of communication, where this  
> technology is utilized, and what risks are inherent.

>

> To that end, I'm wondering if you could share any additional parameters or  
> other pertinent details that would assist us in conducting our  
> investigation.

>

> Are you able to provide further details/context on how you were made aware  
> that this? Can you offer some examples of an intercepted message and  
> details as to where, and when obtained this information?

>

>

>

>

> Sincere Regards,

>

> [cid:image001.png@01D11231.7783F850]

> Jayne Kor

> Privacy Advisor, Information Privacy Office

> Vancouver Coastal Health

> jayne.kor@vch.ca<<mailto:jayne.kor@vch.ca>>

> <http://www.vch.ca><<http://www.vch.ca>>

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> common risks and limitations you should be aware of when communicating  
> health information through email or text.

>  
> -----Original Message-----  
> From: Sarah Jamie Lewis [<mailto:sarah@openprivacy.ca>]  
> Sent: Wednesday, August 14, 2019 1:02 PM  
> To: Kor, Jayne [CORP]  
> Cc: VCH Information Privacy  
> Subject: Re: VGH Patient details being broadcast over radio (privacy  
> breach)

>  
>  
> Hi Jayne,  
>  
>  
>  
>  
>  
>> In hindsight, this was an omission we are responsible for and I extend an  
>  
>  
>  
>> acknowledgement and sincere apology on behalf of VCH Privacy.  
>  
>  
>  
>  
> Thank you for this confirmation and apology. I'd have preferred that this  
> issue

> would have been dealt with back in November, but I am incredibly glad to  
>  
> finally see your office taking this issue seriously.

>  
>  
>  
>  
>  
>> Could you please provide more details and context such as what radio

>  
>  
>  
>  
>  
>> software, type of dongle,

>  
>  
>  
>  
>  
> Any rtl-sdr device capable of receiving frequencies in the paging range work  
>  
> (you can find a large list available for purchase on amazon.ca [https://](https://www.amazon.ca/s?k=rtl-sdr&ref=nb_sb_noss)  
>  
> [www.amazon.ca/s?k=rtl-sdr&ref=nb\\_sb\\_noss](https://www.amazon.ca/s?k=rtl-sdr&ref=nb_sb_noss) for \$30-\$40). These devices are  
> legal,

> readily available and are used for a variety of legitimate purposes. And  
>  
> antenna is also needed, but paging signals are very strong and so often the  
>  
> one included with the device is sufficient.

>

>  
>  
> There is a variety of software that can be used to decode paging signals  
> e.g.  
  
> multimon-ng (<https://github.com/EliasOenal/multimon-ng>). There also exist  
>  
> commercial systems to also do this.  
>  
>  
>  
>  
>> and how someone could intercept a recording?  
>  
>  
>  
>  
> One would simply stream a paging frequency (using any rtl-sdr enabled tool  
> e.g.  
  
> rtl-sdr or gqrx) to multimon-ng (or use a hundred other different software  
> or  
  
> hardware configuration). The data will be printed out in the console.  
>  
>  
>  
>  
>> The other paging system identified is the patient escort system  
>  
>  
>  
>> was deemed secure as it was sent to specific pager devices and didn't  
>> seem  
>  
>  
>  
>> to rely on any radio connection.  
>  
>  
>  
>  
> This seems like it might be the system at fault. The data is structured,  
> and  
  
> seems to be machine-sent/read. (i.e. this isn't ad-hoc data). and contains  
>  
> the details I outlined below. It is also worth noting that paging network  
> also  
  
> broadcast descriptions of medical tests (e.g. X-ray) along with patient  
> last  
  
> names - I would assume this fits into the responsibilities of a patient  
> escort  
  
> system.

>  
>  
>  
> For clarification, \*all\* paging systems are broadcast over radio frequencies  
> (

> s. 13 s. 15 [REDACTED], but other paging frequencies exist too).

>  
> \*Not\* to a particular device (generally the page gets sent to a centralized  
>  
> broadcasting hub, and then it is relayed across the network - there is never  
> a

> direct path).

>  
>  
>  
>  
> If the data is unencrypted (which in this case it is), then that means that  
>  
> the data is being broadcast all over the greater vancouver area and is  
>  
> available to anyone who might receive it.

>  
>  
>  
> If you require more information, please let me know.

>  
>  
>  
> Thanks,

>  
> Sarah Jamie Lewis

>  
> Executive Director, Open Privacy Research Society

>  
>  
>  
>  
>  
>  
> On Wednesday, August 14, 2019 6:59:31 PM PDT Kor, Jayne [CORP] wrote:

>  
>  
>> Hello Sarah,

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>  
>  
>  
>>  
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>  
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>>  
>  
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>  
>>  
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>

>  
>> This issue was received by the Privacy Office in November. At the time,  
>> we  
>  
>  
>  
>> connected with VCH Risk Management and VCH Patient Care Quality Office to  
>  
>  
>  
>> ask for help in determining what paging systems were in existence, how  
>> they  
>  
>  
>> operated and if they could readily be compromised as described by your  
>  
>  
>  
>> email. (See email below)  
>  
>  
>  
>>  
>  
>  
>  
>>  
>  
>  
>  
>> . The only two paging systems that were identified was the  
>> overhead  
>  
>  
>> paging system (which does not contain any patient information)  
>  
>  
>  
>> o Example: "code blue in T9"  
>  
>  
>  
>>  
>  
>  
>  
>> . The other paging system identified is the patient escort system  
>  
>  
>  
>> was deemed secure as it was sent to specific pager devices and didn't  
>> seem  
>  
>  
>  
>> to rely on any radio connection.  
>

>  
>  
>> Believing at the time of this request, that we looked into the matter and  
>  
>  
>  
>> only identified two paging systems; both of which were thought secure, we  
>  
>  
>  
>> [Privacy] thought we did not have anything further to investigate and/or  
>  
>  
>  
>> were waiting for further details on another paging system.  
>  
>  
>  
>>  
>  
>  
>  
>>  
>  
>  
>  
>> However, I do acknowledge VCH Privacy should have circled back to you as  
>> the  
>  
>  
>> original requester rather than presuming our Client Relations and Risk  
>  
>  
>  
>> Management had responded.  
>  
>  
>  
>> This was an unfortunate case where each thought the other had followed up  
>  
>  
>  
>> and responded to you as the applicant when that was not the case.  
>  
>  
>  
>> In hindsight, this was an omission we are responsible for and I extend an  
>  
>  
>  
>> acknowledgement and sincere apology on behalf of VCH Privacy.  
>  
>  
>  
>>  
>  
>

>  
>>  
>  
>  
>  
>> We are committed to ensuring our clients' privacy is upheld. At this  
>> time,  
>  
>  
>  
>> we have not identified any paging system used at VGH that compromises  
>  
>  
>  
>> client privacy. Our investigation findings leads us to believe that  
>> patient  
>  
>  
>> information is protected and not being intercepted.  
>  
>  
>  
>>  
>  
>  
>  
>>  
>  
>  
>  
>> Could you please provide more details and context such as what radio  
>  
>  
>  
>> software, type of dongle, and how someone could intercept a recording?  
>  
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>  
>> Sincere Regards,  
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>





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>> jayne kor@vch.ca

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>> <http://www.vch.ca>

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>> immediately and delete this e-mail.

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>> Patients/clients/residents: please visit

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>  
>> Subject: RE: VGH Patient details being broadcast over radio (privacy

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>  
>> breach)

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>>  
>  
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>  
>> Afternoon Sarah,

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>>  
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>  
>  
>>  
>  
>  
>  
>> This issue has been escalated to our Director of Client Relations and  
>> Risk

>  
>  
>  
>> Management to investigate.

>  
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>>  
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>  
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>>  
>  
>  
>  
>> Thank you for bringing it to our attention.

>  
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>>



>  
>  
>> Vancouver Coastal Health

>  
>  
>  
>>

>  
>  
>  
>> 601 West Broadway

>  
>  
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>>

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>  
>  
>> Vancouver, BC V5Z 4C2

>  
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>>

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>  
>  
>> jayne.kor@vch.ca

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>  
>> <http://www.vch.ca>

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>> and may be privileged. Any unauthorized copying or distribution is  
>> strictly

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>> Thank you Jayne,

>

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>> As of yesterday, sensitive medical information was still being broadcast

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>> over the paging system.

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>> Are patients currently being made aware that the privacy of their

>> sensitive

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>> medical information is being compromised by the pager system? and Is

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>> a timeframe for stopping this privacy breach?

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>> Thanks,

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>> Sarah Jamie Lewis  
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>> Executive Director, Open Privacy Research Society  
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>> -----Original Message-----  
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>> From: "VCH Information Privacy" <vchinformationprivacy@vch.ca>  
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>> Sent: Monday, November 19, 2018 3:00pm  
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>> To: "Sarah Jamie Lewis (Open Privacy)" <sarah@openprivacy.ca>, "VCH  
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>> Information Privacy" <vchinformationprivacy@vch.ca>  
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>> Subject: RE: VGH Patient details being broadcast over radio (privacy  
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>> breach)  
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>> Good Morning,  
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>> The previous email has been received by VCH Privacy and earmarked for  
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>> further review.  
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>> <http://www.vch.ca>

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>> The content of this e-mail, including any files attached, is confidential

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>> and may be privileged. Any unauthorized copying or distribution is  
>> strictly

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>> prohibited. If you receive this e-mail in error, please contact the  
>> sender

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>> immediately and delete this e-mail.

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>> Patients/clients/residents: please visit

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>> <http://shop.healthcarebc.ca/PHCVCHPolicies/BD-00-03-40000.pdf> for the

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>> common risks and limitations you should be aware of when communicating

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>> health information through email or text.

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>> Subject: RE: VGH Patient details being broadcast over radio (privacy  
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>> breach)  
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>> Good Morning,  
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>> This is a follow up to the email we sent last week regarding a major  
>> breach  
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>> of privacy across hospitals in Vancouver.  
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>> Sensitive patient details (name, age, gender, diagnosis, room assignment  
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>  
>> etc.) appear to be being broadcast (and can be intercepted using  
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>  
>> inexpensive equipment) across the Greater Vancouver Area. In addition to

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>> our previous mention of patients at VGH, it appears the issue affects  
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>> patients at many (if not all) of the hospitals across Vancouver.  
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>> We would appreciate a response to acknowledge receipt of this issue. If  
>> we  
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>> do not receive a response within a week, we will assume that this is not  
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>> the correct means of reporting this privacy issue and seek out other  
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>> avenues.  
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>> Sarah Jamie Lewis  
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>> Executive Director, Open Privacy Research Society  
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>> The quantity and sensitivity of the data being broadcast is very  
>> concerning

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>> and we would like to know if:

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>> a) you are aware that this is happening?

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>> b) a plan exists to fix the situation?

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>> Thanks,

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>> Sarah Jamie Lewis

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>> Executive Director, Open Privacy Research Society

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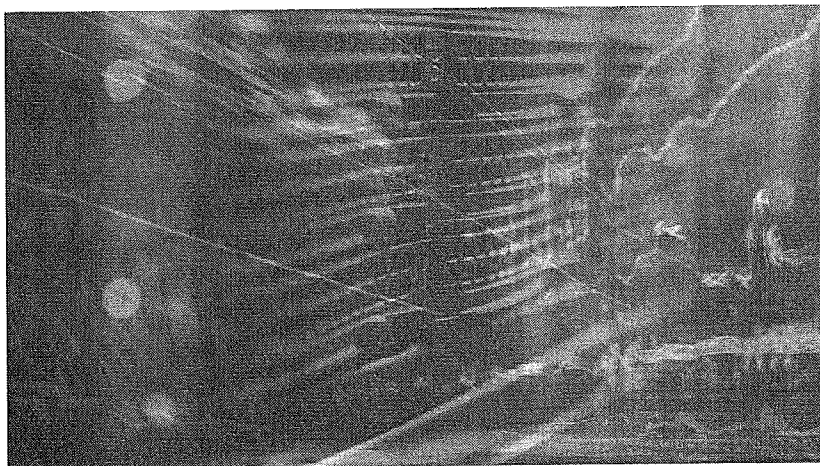
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Sarah Jamie Lewis  
Executive Director, Open Privacy Research Society



Intelligence Report

## Q Medical Devices Remain Vulnerable to Security Flaws

June 13, 2018



### KEY TAKEAWAYS

- Flashpoint analysts conducted a thorough investigation into threats surrounding healthcare critical systems and Internet of Things (IoT) devices, searching for instances of threat actors targeting medical devices used to monitor patients' vitals, administer medication, provide medical imaging, or provide a medical diagnosis.
- While the US Food and Drug Administration (FDA) and Industrial Control Systems Cyber Emergency Response Team (ICS-CERT) have issued advisories concerning security flaws in medical devices like syringe infusion pumps and pacemakers, there have been no known instances of exploitation in the wild. The vulnerabilities included buffer overflows, improper certificate validation, and using hardcoded credentials for establishing wireless connections.
- The adoption and implementation of medical IoT devices for recreational use, monitoring patients' vitals, administering medication, providing medical imaging, or providing a medical diagnosis is becoming more ubiquitous. However, the diversity of IoT devices, protocols, and lack of standardization makes it difficult to detect all device vulnerabilities.
- As of this writing, Flashpoint has not identified any threat actors attempting to actively exploit **paggers** in the Deep and Dark Web (DDW), or any known instances of attacks against **paggers**, fax machines, or SMS for prescription fraud, electronic health record (EHR) theft, or protected health information (PHI) theft. Nevertheless, Flashpoint analysts assess with moderate confidence that threat actors will likely continue targeting the healthcare sector, and may eventually look to compromise medical devices, based on continued interest in the sector among actors in the DDW.

### BACKGROUND

Flashpoint analysts conducted a thorough investigation into threats surrounding healthcare critical systems and Internet of Things (IoT) devices, searching for instances of threat actors targeting medical devices used to monitor patients' vitals, administer medication, provide medical imaging, or provide a medical diagnosis.

As of this writing, there are no indications of threat actors actively targeting these systems. While the US Food and Drug Administration (FDA) and Industrial Control Systems Cyber Emergency Response Team (ICS-CERT) have issued advisories concerning security flaws in medical devices like syringe infusion pumps and pacemakers, there have been no known instances of exploitation in the wild. The vulnerabilities included buffer overflows, improper certificate validation, and using hardcoded credentials for establishing wireless connections. Other issues may include cleartext and metadata leaks that may compromise users' privacy. The consequences of medical device exploitation may be grave, potentially threatening the availability of the device, its functionality, and the confidentiality of the information being transmitted.

## REPORTED MEDICAL DEVICE SECURITY FLAWS

In March 2018, ICS-CERT released a security advisory warning of vulnerabilities in Philips medical imaging archiving communications systems deployed in thirty countries across the world. According to the advisory, the vulnerabilities stemmed primarily from third-party components, could be exploited remotely, and could allow "attackers of low skill to provide unexpected input into the application, execute arbitrary code, alter the intended control flow of the system, access sensitive information, or potentially cause a system crash." At the time of the disclosure, Philips reported that it had not received any reports of patient harm due to the vulnerabilities.

In August 2017, Abbott Laboratories issued an update for its implanted cardiac devices to reduce the risk of unauthorized access to pacemakers. The device manufacturer stated that there was no unauthorized access to patients' devices, and a US Department of Homeland Security (DHS) advisory noted that that "compromising the security would require a highly complex set of circumstances."

The security flaws affected implantable cardiac pacemakers, potentially allowing the following:

- Issuing unauthorized commands, or changing the settings
- Reducing pacemaker battery life through "RF wake-up" commands
- Stealing unencrypted data

Exploitation of these vulnerabilities requires attackers to be physically close to the target pacemaker to allow radio frequency (RF) communications. The distance required to exploit is dependent upon the frequency of the targeted device, with environment playing an important factor in access.

A 2017 academic paper from Princeton University analyzed cleartext and metadata transmissions within medical IoT devices that included:

- Withings Smart Blood Pressure Monitor
- Withings Smart Scale
- iHealth Ease Wireless Blood Pressure Monitor
- 1byOne Digital Smart Wireless Scale

Through deep packet inspection, the paper found multiple examples of cleartext and metadata leaks leading to the possible compromise of users' data. Some of the underlying issues associated with the possible data leaks were the variability that these devices used to send data through the network. While the data was encrypted using protocols like Transport Layer Security (TLS) or secure shell (SSH), there was second order information that could be scraped from HTTP GET requests, packet headers, and IP Tables. Furthermore, the diversity of IoT devices, protocols, and lack of standardization makes it difficult to detect all device vulnerabilities. However, manufacturers may be complying with the Health Insurance Portability and Accountability Act (HIPAA) privacy and security rules by protecting personally identifiable information (PII) but not protecting application data or metadata, which could be used as part of reconnaissance or social engineering.

In 2016, security company Trend Micro reported that **paggers** could possibly leak protected health information (PHI) that is either manually typed or generated through workflow software and transmitted in cleartext. This information could potentially be siphoned since **paggers** may lack proper encryption and authentication. The use of **paggers** in hospitals and healthcare facilities was implemented prior to more secure alternatives like smartphones, but **paggers** provide reliable communications in locations that may not be accessible by cellular signal.

To successfully steal the information, attackers would need knowledge of radio and hardware wiring and be located relatively close to the source. Trend Micro estimated that using outside resources, like a software-defined radio (SDR) and off-the-shelf USB dongle, threat actors could use the stolen information — like email addresses, phone numbers, dates of birth, and PHI — for social engineering or reconnaissance.

As of this writing, Flashpoint has not identified any threat actors attempting to actively exploit pagers in the DDW, or any known instances of attacks against pagers, fax machines, or SMS for prescription fraud, electronic health record (EHR) theft, or PHI theft.

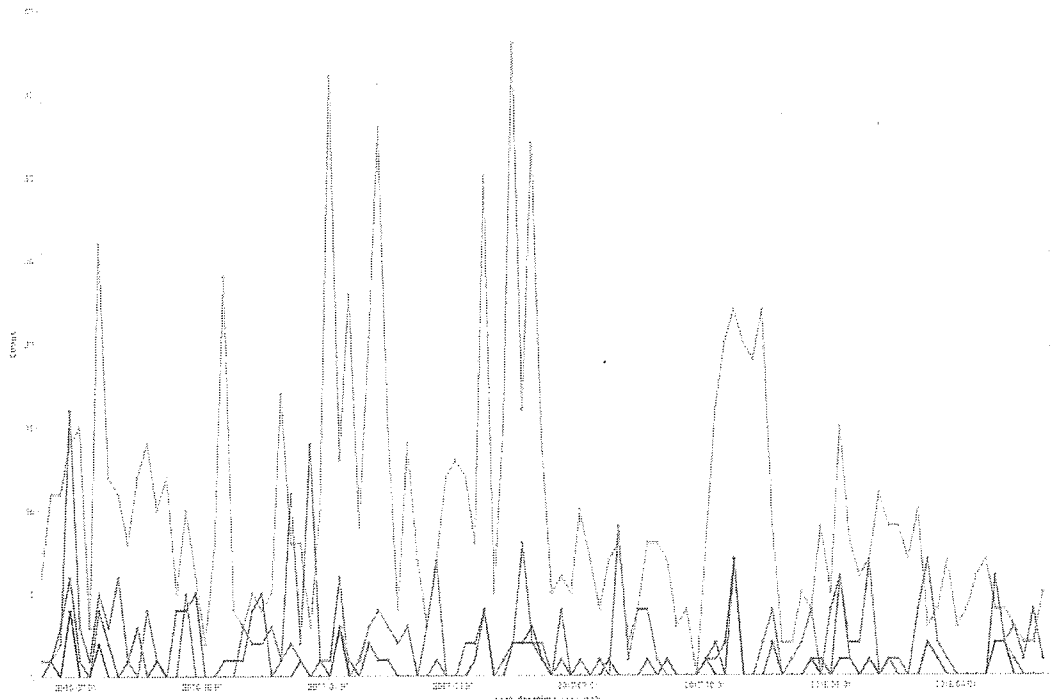


Image 1: A graph showing the number of times several keywords related to IoT medical devices were mentioned in Flashpoint's Deep and Dark Web (DDW) datasets within the last two years.

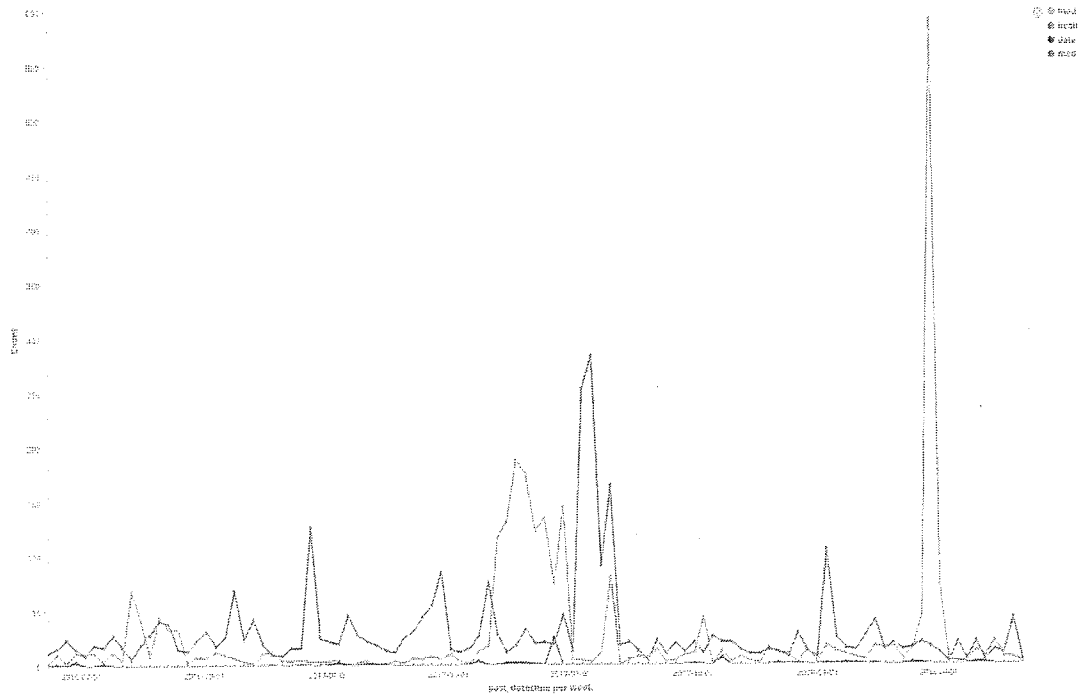
Conversations mentioning IoT-related keywords in Flashpoint's DDW datasets included mentions of open source news stories (like the Abbott Laboratories advisory) and other mentions that were not IoT-related. As of this writing, no threat actors appear to be discussing exploitation of these devices.

## ASSESSMENT

The adoption and implementation of medical IoT devices for recreational use, monitoring patients' vitals, administering medication, providing medical imaging, or providing a medical diagnosis is becoming more ubiquitous. However, the diversity of IoT devices, protocols, and lack of standardization makes it difficult to detect all device vulnerabilities. Though the first order information transmitted by these devices may be protected through various encryption protocols, there appears to be possible second order information that may be vulnerable through deep packet inspection, exploitation of RF communications, or other methods of reconnaissance. These attacks may be more targeted, and not be as widespread as phishing attacks, ransomware, or distributed denial-of-service (DDoS) attacks.

Threat actors operating in the DDW continue to exhibit an active interest in the healthcare sector. Mentions of healthcare-related keywords have spiked in Flashpoint's DDW datasets since the beginning of 2018, following a period of decreased activity throughout 2017.





*Image 2: This chart shows mentions of more than twenty healthcare-related keywords in Flashpoint's DDW datasets between 2016 and 2018. Sample keywords and search queries include "medical records," "health insurance," "database healthcare," and "medical database." The spike in mentions of "medical records" on March 26, 2018 is due to an Initial Coin Offering (ICO), and not indicative of targeting.*

Flashpoint analysts assess with moderate confidence that threat actors will likely continue targeting the healthcare sector, and may eventually look to compromise medical devices; healthcare facilities appear to routinely lack effective implementation of technology to adequately protect sensitive information, making them appealing targets for malicious actors.

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