



Information and Privacy
Commissioner/Ontario

Commissaire à l'information
et à la protection de la vie privée/Ontario

Personal Health Information Protection Act

REPORT

FILE NO. HI-050047-1

A Physiotherapy and Rehabilitation Centre



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INVESTIGATOR:

Gillian Judkins

HEALTH INFORMATION CUSTODIAN:

**A Physiotherapy and
Rehabilitation Centre**

SUMMARY OF INFORMATION GIVING RISE TO REVIEW:

The Clinic Director (the Director) of a physiotherapy and rehabilitation centre (the centre) contacted the Office of the Information and Privacy Commissioner/Ontario (the IPC) to advise that a break in at their office resulted in the theft of two laptop computers. The IPC opened a file and worked with the centre to fulfill its obligations under the *Personal Health and Information Protection Act* (the Act).

RESULTS OF REVIEW:

The Director of the centre provided the following information.

The owner of the centre and the Director were alerted to the break in by the local police. According to the Director, a door to the centre that had shatter-proof glass had been broken and the thieves had reached inside to open the door. The only items missing from the centre were the two laptops which had been chained to the desks on which they sat.

The Director advised that both of the laptops were password protected and the information contained on them was names, dates of birth, addresses, physician information, diagnosis, insurance details and information on invoiced services from approximately 3,000 – 4,000 clients. All of the information contained in the laptops is also contained in the hard copies of the patient records.

The Director further advised that the building has a monitored alarm system that arms itself at midnight each night. The first person to enter the building is required to disarm the alarm. Following discussions with the building superintendent, the Director found that one of the cleaning staff may have left the main door to the building open by mistake.

As a result of this incident, the centre installed steel doors with deadbolt locks. The new computers are also password protected and the centre is considering purchasing an encryption program for any computer files containing patient information. The centre has also installed its own alarm system to further deter potential thieves.

The centre advised that at any given time, they have less than 200 patients attending the centre for therapy. Patients attend for a varied number and duration of visits. Addresses of past clients are not kept up-to-date and the centre would have no way of ensuring that the past addresses on file were the current ones. As a result, in order to fulfill their obligations under section 12(2) of the *Act* to notify the affected patients, the centre worked with the IPC to produce a notice for posting at the clinic and on their website. The notice provided details of the incident and the contact information for both the centre's Privacy Officer and the investigator at the IPC.

On the basis of all of the above, it was determined that further review of this matter was not warranted and the file was closed.

August 10, 2006

Ann Cavoukian, Ph.D.
Commissioner