

“Exhibit B”

Privacy, Security, Human Resources and Organizational Indicator Report

OH Prescribed Entity and Prescribed Person: Ontario Cancer Screening Registry

Indicators below are provided for Ontario Health (OH) as a Prescribed Entity, and as a Prescribed Person in relation to the Ontario Cancer Screening Registry (OCSR), for the time period of November 1, 2019, to August 2, 2022, unless otherwise specified.

Part 1 – Privacy Indicators

General Privacy Policies, Procedures & Practice

Privacy Indicator	Assessment
Dates privacy policies and procedures were reviewed since prior IPC review	See Appendix A for details.
Whether amendments were made to existing privacy policies and procedures as a result of the review, and a list and description of each	
Whether new privacy policies and procedures were developed and implemented as a result of the review, and description of each	
Date each amended and newly developed privacy policy and procedure was communicated, and nature of communication	
Whether communication materials available to public and other stakeholders were amended as a result of the review, and description of amendments	

Collection

Privacy Indicator	Assessment
Number of data holdings that contain PHI	PE Data Holdings: 74 PP Data Holdings: 20
Number of statements of purpose for data holdings that contain PHI	PE Statements of Purpose: 74 PP Statements of Purpose: 20
Number and list of statements of purpose for data holdings reviewed since the last IPC review	PE Statements of Purpose Reviewed: 74 PP Statements of Purpose Reviewed: 20 OH's Data Holdings and Statements of Purpose List is attached as Appendix B . All statements of purpose were reviewed since the last IPC review.

Privacy Indicator	Assessment
Whether amendments were made to existing statements of purpose as a result of the review, and a list of those statements of purpose with a description of amendments made	<p>Since the last IPC review, OH has reviewed the statements of purpose for each of its prescribed entity and Cancer Screening prescribed registry data assets. Amendments included standardizing the terminology used throughout and updates to reflect the current use of OH data and adding additional data holdings.</p> <p>OH's Data Holdings and Statements of Purpose List is attached as Appendix B.</p>

Use

Privacy Indicator	Assessment
Number of agents granted approval to access and use PHI for non-research purposes	Total agents granted approval: 275
Number of requests received for use of PHI for research since prior IPC review	Total requests received for use of PHI for research: 22
Number of requests for use of PHI for research purposes that were granted and that were denied since prior IPC review.	<p>Request for use of PHI for research granted: 22</p> <p>Request for use of PHI for research denied: 0</p>

Disclosure

Privacy Indicator	Assessment
Number of requests for disclosure of PHI for non-research purposes since prior IPC review	<p>PE requests: 117</p> <p>PP requests: 44</p>
Number of requests for disclosure of PHI for non-research purposes that were granted or denied since prior IPC review	<p>PE requests granted: 103</p> <p>PE requests denied: 14</p> <p>PP requests granted: 44</p> <p>PP requests denied: 0</p>
Number of requests for disclosure of PHI for research since prior IPC review	<p>Research requests received: 40</p> <p>All 40 requests included PE data, 2 of the requests also included PP (Ontario Cancer Screening Registry) data.</p>
Number of requests for disclosure of PHI for research that were granted or denied since prior IPC review	<p>Research requests granted: 40</p> <p>Research requests denied: 0</p>
Number of research agreements executed with researchers to whom PHI was disclosed since the prior IPC review	Total research agreements: 40
Number of requests for disclosure of de-identified and/or aggregate data for research and other purposes since prior IPC review	<p>Total PE requests: 938</p> <p>Total PP requests: 78</p>
Number of acknowledgements or agreements executed by persons to whom de-identified and/or aggregate data was disclosed for both research and other purposes since prior IPC review	Total acknowledgements or agreements: 59

Data Sharing Agreements

Privacy Indicator	Assessment
Number of DSAs executed for collection of PHI since prior IPC review	PE DSAs executed for collection of PHI: 9 PP DSAs executed for collection PHI: 1 OH has also executed 34 master data sharing agreements (MDSA) with HICs for the collection, use and disclosure of PHI in OH's capacity as both a PE and PP(OCSR) since the prior IPC review. This is a one-time executed agreement with HICs, noting both parties' roles, responsibilities and obligations concerning the collection, use and disclosure of PHI. The MDSA is referenced in other subsequent agreements that OH has with HICs, such as annual funding agreements.
Number of DSAs executed for disclosure of PHI since prior IPC review	Total PE DSAs: 6 Total PP DSAs: 0

Agreements with Third-Party Service Providers

Privacy Indicator	Assessment
Number of agreements executed with third-party service providers with access to PHI since prior IPC review	Total PE agreements: 5 Total PP agreements: 2

Data Linkage

Privacy Indicator	Assessment
Number and list of data linkages of PHI approved since prior IPC review	PE Linkages: 72 PP Linkages: 2 See Appendix C for a list and details.

Privacy Impact Assessments

Privacy Indicator	Assessment
Number and a list of PIAs completed	<p>Total number: 145</p> <ul style="list-style-type: none"> • 131 Completed • 14 Under Review/In Progress <p>See Appendix D (1) for a list and details.</p>
Number and a list of PIAs undertaken but not completed	<p>Total number: 16</p> <p>Each PIA listed below is scheduled to be completed prior to go-live.</p> <p>See Appendix D (1) for a list and details.</p> <ul style="list-style-type: none"> • Value Based Care – OHT Data Packages, Collaborative Quality Improvement Plan (cQIP) – (Expected completion October) • eReferral Repository PIA (Expected completion September 2022) • Sioux Lookout Zone (SLZ) Fecal Immunochemical Test (FIT) Testing Changes Phase 1 sPIA (Expected completion September 2022) • Wait Times Information System (WTIS) Surgical Efficiency Targets Program (SETP) Access to Care (ATC) Analytics Data Hub (ADH) Tenancy (Expected completion September 2022) • Statistical Analysis System (SAS) Viya sPIA (Expected completion September 2022) • eCTAS Analytics Data Hub (ADH) sPIA (Expected completion September 2022) • French Letter Testing (Expected completion September 2022) • Strategic Analytics Recovery Amendment (Expected completion September 2022) • College of Physicians and Surgeons of Ontario (CPSO) Data Sharing Agreement for Colposcopy / Colonoscopy sPIA (Expected completion September 2022) • Out-of-Country (OOC) Lab and Genetic Testing Program: Breast Multigene Profiling Assay (BMPA), Phase 1 (Expected completion October 2022) • CADTH Post-Market Drug Evaluation sPIA (Expected completion September 2022) • Out-of-Province/Out-of-Country Stem Cell Therapy Initiative Reactivation (Expected completion October 2022) • PET Scans Ontario Out of Province Physician Access to eTool (September 2022) • Positron Emission Tomography (PET) Scan Program Privacy Impact Assessment - Refresh (Expected completion September 2022). • Cardiology Interactive Symptom Assessment and Collection Tool (ISAAC) PIA (Expected completion August 2022) • Physician Level Reporting (Expected completion fall 2022)

Privacy Indicator	Assessment
Number and a list of PIAs not undertaken but for which a PIA will be completed and the proposed date of completion	<p>Total number:24</p> <p>Each PIA listed below is scheduled to be completed prior to go-live.</p> <ul style="list-style-type: none"> Human Papillomavirus (HPV) Cancer Screening (Expected date of completion 2023) Ontario Health Insurance Plan (OHIP) Criteria for FIT (Expected date of completion September 2022) Ontario Cancer Registry (OCR) / Keratinocyte Cancer Repository (KCR) Analytic Data Hub (ADH) Tenancy (Expected date of completion September 2022) Client Agency Program Enrolment (CAPE) Expansion – Survivors (Expected date of completion October 2022) Client Agency Program Enrolment (CAPE) Expansion – Costing (Expected date of completion October 2022) Sioux Lookout Zone (SLZ) FIT testing changes Phase 2 (Expected date of completion October 2022) eClaims Expansion (Expected date of completion November 2022) Value Based Care – OHT Data Packages, Health Conditions (Expected completion Oct) Value Based Care – OHT Data Packages, Hospital Utilization (Expected completion Oct) Value Based Care – OHT Data Packages, PROMs (Expected completion Oct) Public Health Ontario Amendment OICR (Ontario Institute for Cancer Research) (Expected completion October 2022) Sickle Cell Disease Quality Standard Implementation Analytics (Expected completion December 2022) Privacy Log (PLOG) sPIA (Expected completion September 2022) Analytics & Data Hub (ADH) Cloud Migration sPIA (Expected completion September 2022) Power BI sPIA (Expected completion September 2022) Corporate File Share sPIA (Expected completion September 2022) Ontario Renal Reporting System (ORRS) Tenancy in Analytics Data Hub (ADH) (expected date of completion 2023) Ontario Renal Network (ORN) Tenancy in Analytics Data Hub (ADH) (expected date of completion 2023) Smoking Treatment for Ontario Patients (STOP) Pilot (Expected completion Fall 2022) Critical Care Information System (CCIS) Data Collection (Expected completion 2023) Complex Malignant Hematology (CMH) Models of Care (MOC) Demonstration Project: Patient and Provider Experience (Expected completion December 2022) Surgery and Diagnostic Imaging Wait Time Data sPIA (Expected completion September 2022) First Nations Cancer Research and Surveillance sPIA (Expected completion November 2022) Data Collection for Luxturna Gene Therapy for Inherited Retinal Dystrophy sPIA (Expected completion October 2022)
Number of determinations made that a PIA is not required, and for each	<p>Total number: 5</p> <p>See Appendix D (2) for a list and details.</p>
Number and a list of PIAs reviewed since prior IPC report	<p>Total number: 4</p> <p>See Appendix D (3) for a list and details.</p>

Privacy Audit Program

Privacy Indicator	Assessment
<p>Dates of audits of agents granted approval to access and use PHI since prior IPC review and for each audit:</p> <ul style="list-style-type: none"> • A description of each recommendation; • Date each recommendation was addressed or is proposed to be so; and • Manner each recommendation was, or is proposed to be, addressed 	<p>Total PHI access audits: 7</p> <p>See Appendix E for details.</p>
<p>Number and list of all other privacy audits since prior IPC review and for each audit:</p> <ul style="list-style-type: none"> • Description of nature and type of audit; • Completion date; • Description of each recommendation; • Date each recommendation was, or is proposed to be, addressed; • Manner in which each recommendation was, or is proposed to be, addressed 	<p>Total other privacy audits: 3</p> <p>See Appendix E for details.</p>

Privacy Breaches

Privacy Indicator	Assessment
<p>Number of notifications of privacy breaches or suspected privacy breaches since prior IPC review</p>	<p>PE suspected and confirmed privacy breaches: 92</p> <p>PP suspected and confirmed privacy breaches: 727</p> <p>PE policy breaches¹: 12</p> <p>PP policy breaches: 5</p>
<p>With respect to each privacy breach or suspected privacy breach:</p> <ul style="list-style-type: none"> • Date notified • Extent • Internal/external • Nature & extent • Senior management notified • Containment • Containment date • Third-Party notice • Investigation start • Investigation close • Recommendations • Implemented 	<p>See Appendix F (1) and F (2) for details.</p> <p>Note: For Appendix F(2) – “Date Senior Management Notified” is not included in this report, as no actual or suspected correspondence breaches met the required threshold for escalation.</p>

¹ Note: PE and PP Policy breaches are a sub-type of privacy breaches (figures kept separate) for the purpose of complying with the Manual for the Review and Approval of Prescribed Persons and Prescribed Entities.

Privacy Complaints

Privacy Indicator	Assessment
Number of privacy complaints since prior IPC review	PE complaints: 3 PP complaints: 16
<p>Of the privacy complaints received, the number investigated since prior IPC review and for each the:</p> <ul style="list-style-type: none"> • Date complaint received; • Nature of complaint; • Date investigation commenced; • Date of letter to individual who complained in relation to the commencement investigation; • Date investigation completed; • Description of each recommendation; • Date each recommendation was, or is proposed to be, addressed; • Manner each recommendation was, or is proposed to be, addressed; and • Date of letter to individual who complained describing nature and findings of investigation and measures taken 	<p>PE complaints investigated: 2 PP complaints investigated: 12</p> <p>See Appendix G for details.</p>
<p>Of the privacy complaints received, the number not investigated since prior IPC review and for each the:</p> <ul style="list-style-type: none"> • Date complaint received; • Nature of complaint; and • Date of letter to individual who complained and description of letter's content. 	<p>PE complaints not investigated: 1 PP complaints not investigated: 4</p> <p>See Appendix G for details.</p>

Part 2 – Security Indicators

General Security Policies, Procedures & Practices

Security Indicator	Assessment
Dates security policies and procedures were reviewed since prior IPC review	See Appendix A for details.
Whether amendments were made to existing security policies and procedures as a result of the review, and a list and description of each	
Whether new security policies and procedures were developed and implemented as a result of the review, and description of each	
Date each amended and newly developed security policy and procedure was communicated, and nature of communication	
Whether communication materials available to public and other stakeholders were amended as a result of the review, and description of amendments	

Physical Security

Security Indicator	Assessment
<p>Dates of audits of agents granted approval to access the premises and locations within them where PHI is retained since the prior IPC review:</p> <ul style="list-style-type: none"> • Description of each recommendation; • Date recommendation was, or is proposed to be, addressed; • Manner in which recommendation was, or is proposed to be, addressed 	<p>Regular audits are performed to review access card permissions to ensure those agents who have been granted approval to access the OH premises, including access to premises with PHI. These audits took place on:</p> <ul style="list-style-type: none"> • October 2020 • November 2021 • August 2021 • May 2021 • February 2022 <p>No recommendations were made.</p>

Security Audit Program

Security Indicator	Assessment
<p>Dates of review of system control and audit logs since prior IPC review and description of findings</p>	<p>OH continually monitors its system control and audit logs using a number of automated systems. These systems monitor for errors in applications, availability of system components, and security events. These logs are reviewed both through automated means, as well as by OH operations staff.</p> <p>For example: Security events at both an infrastructure level and application level are logged to OH Logging, Monitoring and Auditing System (LMAS). This system uses a collection of rules to generate alerts based on certain detected patterns. An example of this would be excessive file system activity on our PHI file shares.</p> <p>Operational events from our Windows servers are centrally logged and monitored. This monitoring detects failed applications and other error states, allowing operations staff to ensure normal operation of systems.</p> <p>Network devices use Syslog and Simple Network Management Protocol to generate logging and event data for both real time and ad-hoc analysis. These typically discover excessive network patterns or configuration errors, allowing for operational staff to investigate.</p> <p>Events that require action trigger some combination of OH ITIL-based incident process, security incident/breach response process, and privacy breach process.</p> <p>Examples of typical responses include: Reviewing and analyzing unusual log entries that are indicative of a misconfiguration or software flaw. These are then escalated to a product team to isolate the cause. In some cases, vendors are notified, and a software patch is applied.</p> <p>Excessive security events trigger follow-up from OH Cyber Defense team. For example, failed login attempts are analyzed to determine whether a system is being attacked or whether a user simply forgot their password.</p> <p>Alerts from operational systems result in more immediate responses from both operational teams and Cyber Defense when the source of the alert is deemed to be security related. For example, a server that goes offline is investigated immediately based on alerts triggered within the monitoring systems.</p> <p>If a review of system control and audit logs uncovers a (suspected) security incident/breach, it is captured in the Security Incident Log (see Appendix I). For example, nearly all occurrences of malware detection confirmed to not be automatically remediated, or when a system with sensitive data is affected, lead to a security investigation. These types of reviews are typically automated and operationalized, as described above.</p>
<p>Number and list of security audits since prior IPC review and for each:</p> <ul style="list-style-type: none"> • Description of nature and type of audit; • Date completed; • Description of each recommendation; • Date recommendation was, or is proposed to be, addressed; • Manner in which recommendation was, or is expected to be, addressed 	<p>Total Security Audits: 47</p> <p>See Appendix H for details.</p>

Information Security Breaches

Security Indicator	Assessment
<p>Number of notifications of actual or suspected information security breaches since prior IPC review</p>	<p>14 notifications of actual or suspected information security breaches, 6 of which were determined to be a breach.</p> <p>OH acknowledges a decrease in the number of suspected security breaches between this report and the previous one. This can be attributed to implementing additional security controls, including:</p> <ul style="list-style-type: none"> • Improvements in automated controls preventing malware before it reaches the user. • Implementing Next Generation Antivirus with User and Entity Behavior Analytics (UEBA) and machine learning to provide enhanced security controls on endpoints. • Enforcement of geo-blocking preventing unauthorized access • Implementation of Multifactor authentication for all staff • Moving investigations with simpler/repeatable remediations to the Security Operations team. <p>OH's definition for suspected information security breach was updated and harmonized to align with the definition used in OH's Prescribed Organization reporting.</p>
<p>For each actual or suspected information security breach:</p> <ul style="list-style-type: none"> • Date of notification; • Extent of actual or suspected breach; • Nature and extent of PHI at issue; • Date senior management notified; • Containment measures; • Date(s) containment measures implemented; • Date(s) notification provided to health information custodians or others; • Date investigation commenced; • Date investigation completed; • Description of each recommendation; • Date recommendation was, or is proposed to be, addressed; • Manner in which recommendation was, or is proposed to be, addressed 	<p>See Appendix I for details.</p>

Part 3 – Human Resources Indicators

Privacy Training & Awareness

Human Resources Indicator	Assessment
Number of agents who have, and who have not, received initial privacy orientation since prior IPC review	Total privacy initial/onboarding training received: 63 Total number of OH agents who have not received initial/onboarding privacy orientation prior to accessing PE/PP PHI: 0
Date of commencement of employment, contractual or other relationship for agents yet to receive initial privacy orientation and the scheduled orientation date	N/A - All OH agents have received privacy orientation prior to accessing any PE/PP PHI.
Number of agents who have, and who have not, attended ongoing privacy training each year since prior IPC review	<p><u>2020 (CCO campaign)</u> Attended: 686 Not Attended: 30</p> <p><u>2021 (OH campaign)*</u> Attended: 2726 Not Attended: 53</p> <p><u>2022 (OH campaign)*</u> Attended: 2814 Not Attended: 4**</p> <p>*This indicator does not include employees and other OH agents from the Patient Ombudsman Office who received separate privacy training specific to the Patient Ombudsman's Office. These agents are not granted approval to access PHI that is collected or retained by OH as a PP or PE.</p> <p>** The 4 agents who have not completed the training do not have access to PHI in their capacity as an Agent of OH.</p>
Dates, number and description of privacy communications to agents since prior IPC review	See Appendix J for details.

Security Training & Awareness

Human Resources Indicator	Assessment
Number of agents who have, and who have not, received initial security orientation since prior IPC review	<p>Total number of OH agents who have received initial security training since prior IPC review : 63</p> <p>Total number of OH agents who have not received initial security training prior to accessing PP/PE PHI: 0</p>
Date of commencement of employment, contractual or other relationship for agents yet to receive initial security orientation and the scheduled orientation date	All OH agents have received security orientation

Human Resources Indicator	Assessment
Number of agents who have, and who have not, attended ongoing security training each year since prior IPC review	<p><u>2020 (CCO campaign)</u> Attended: 686 Not Attended: 30</p> <p><u>2021 (OH campaign)</u> Attended: 2726 Not Attended: 53</p> <p><u>2022 (OH Campaign)</u> Attended: 2886 Not Attended: 4*</p> <p>*The 4 agents who have not completed the training do not have access to PHI in their capacity as an Agent of OH.</p>
Dates and number of security communications to agents since prior IPC review	See Appendix K for details.

Confidentiality Agreements

Human Resources Indicator	Assessment
Number of agents who have, and who have not, signed confidentiality agreements each year since prior IPC review	<p>Number of signed confidentiality agreements:</p> <p><u>2020</u> Signed: 686</p> <p><u>2021</u> Signed: 2726</p> <p><u>2022</u> Signed: 2893 Not Signed: 0</p>
Date of commencement of employment, contract or other relationship for agents yet to execute confidentiality agreements and date agreement must be executed	N/A as no individuals have yet to sign a confidentiality agreement with OH.

Termination or Cessation

Human Resources Indicator	Assessment
Number of notifications from agents since prior IPC review for termination of their employment, contractual or other relationship	Total notifications: 990

Part 4 – Organizational Indicators

Risk Management

Organizational Indicator	Assessment
Dates <i>Corporate Risk Register</i> was reviewed since prior IPC review	<p>The Corporate Risk Register was updated and reviewed on the following dates:</p> <ul style="list-style-type: none"> January 17, 2020 <ul style="list-style-type: none"> Quarterly update March 17, 2020 <ul style="list-style-type: none"> Quarterly update July 2, 2020 <ul style="list-style-type: none"> Quarterly update October 2, 2020 <ul style="list-style-type: none"> Quarterly update January 13, 2021 <ul style="list-style-type: none"> Quarterly update April 29, 2021 <ul style="list-style-type: none"> Quarterly update July 5, 2021 <ul style="list-style-type: none"> Quarterly update June 5, 2021 <ul style="list-style-type: none"> Consolidated ministry and board risk registers from Q4, and entered quarterly updates to all enterprise risks for Q1 September 13, 2021 <ul style="list-style-type: none"> Quarterly update November 8, 2021 <ul style="list-style-type: none"> Minor updates to Q2 FY21/22 risks December 18, 2021 <ul style="list-style-type: none"> Consolidated template updates from Ministry Q3 risk reporting template and Board feedback on risk definitions; Quarterly update for Q3 February 10, 2022 <ul style="list-style-type: none"> Minor updates for Board Q3 FY21/22 risk report April 11, 2022 <ul style="list-style-type: none"> Quarterly update May 10, 2022 <ul style="list-style-type: none"> Minor updates for Board Q4 FY21/22 risk report <p>No further/additional updates were made as a result of each review, from what is listed above.</p>
Whether amendments were made to the <i>Corporate Risk Register</i> as a result of the review, and description of each.	

Business Continuity & Disaster Recovery

Organizational Indicator	Assessment
<p>Dates business continuity and DRP was tested since prior IPC review.</p>	<p>Disaster Recovery: The Disaster Recovery Plan was tested on November 5^h, 2020, December 6, 2021, and March 1, 2022.</p> <p>Additionally, on going restoration testing was completed from Nov 2019 to June 2022 may be found in Appendix L</p> <p>Business Continuity Plan: The Business Crises and Continuity Management (BCCM) team holds mini tabletop tests with all relevant departments.</p> <p>Dates of tests with name of department:</p> <ul style="list-style-type: none"> • Feb 5th, 2021, IT Service Management • Feb 9th, 2021, Tech Planning • Feb 9th, 2021, Technology Infrastructure • Feb 10th, 2021, Account Management • Feb 10th, 2021, Application Management Support • Feb 11th, 2021, Project Management Office • Feb 16th, 2021, Solutions Delivery • Feb 17th, 2021, Product Management • Feb 18th, 2021, Technology Infrastructure • Feb 22nd, 2021, Architecture & Standards (x3) • Feb 23rd, 2021, Technology Infrastructure • March 2nd, 2021, Account Management • March 3rd, 2021, Solutions Delivery • April 5th, 2022, Cyber Security Defense • April 7th, 2022, Platform & Cloud Operations • April 7th, 2022, IT Service Management • April 12th, 2022, Tech Planning Continuity • April 22nd, 2022, Product Mgmt. & Customer Value • April 13th, 2022, Cyber Security Governance • April 13th, 2022, Product Management Delivery • April 13th, 2022, Product Mgmt Delivery Cancer Care Programs • March 29th, 2022, Product Mgmt. & Cust Value • March 10th, 2022, Project Governance • March 7th, 2022, Product Mgmt. & Cust Value & Products • March 24th, 2022, Product Mgmt. & Cust Value & Products • March 9th, 2022, Data Centre Services • March 15th, 2022, Digital Health Standards • March 17th, 2022, Digital Strategy Management • March 24th, 2022 Product Mgmt. & Customer Value • March 8th, 2022, Product Mgmt. & Cust Value & Products • March 8th, 2022, Customer Experience • March 4th, 2022, Customer Experience & Business • March 15th, 2022, Cloud Centre of Excellence • March 17th, 2022, Architecture Program • March 22nd, 2022, Network Services • March 16th, 2022, Transformation Centre of Excellence • March 16th, 2022, Renal Program • March 25th, 2022, Connected Health Programs • March 18th, 2022, Enterprise Products • March 16th, 2022, Customer Transition

Organizational Indicator	Assessment
Whether amendments were made to business continuity disaster recovery plan as a result of testing, and description of each.	<p>Business Continuity</p> <p>Due to the amalgamation of legacy health agencies into Ontario Health, several changes are being made to the Business Continuity Plan as functions move between departments and get updated.</p> <p>Details on specific changes made as a result of table-top testing may be found in Appendix L - Business Continuity & Disaster Recovery Table-top Testing Logs.</p> <p>Disaster Recovery</p> <p>Restoration testing will continue until such time as the OH wide plan is officially rolled out. No changes to the legacy CCO plan as a result of testing.</p>

Appendix A – Log of Privacy & Security Policies

Log Privacy Policies, Procedures and Practices

Policy Document	Date of Review	Approval Date of Policy	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
OH's Privacy Policy	August 2021	September 23, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountability structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
Contact Centre Complaints & Escalated Inquiries to Privacy Standard Operating Procedure	Q1- Q2, 2021/22	N/A	N	<ul style="list-style-type: none"> Reviewed, no material updates required. Continues to be used for all projects involving PHI collected and managed by OH for Cancer Screening Program. 	N/A
Contact Centre Frequently Asked Questions	Q1- Q2, 2021/22	N/A	N	<ul style="list-style-type: none"> Reviewed, no material updates required. Continues to be used for all projects involving PHI collected and managed by OH for Cancer Screening Program. 	N/A
Contact Centre Quality Program Manual	Q1- Q2, 2021/22	N/A	N	<ul style="list-style-type: none"> Reviewed, no material updates required. Continues to be used for all projects involving PHI collected and managed by OH for Cancer Screening Program. 	N/A
Data Linkage Procedure	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures. 	October 2021: Communications to Privacy Office and published on Privacy Team site
Data Request Procedure	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures. 	October 2021: Communications to Privacy Office and published on Privacy Team site

Policy Document	Date of Review	Approval Date of Policy	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Data Sharing Agreement Initiation Procedure	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures 	October 2021: Communications to Privacy Office and published on Privacy Team site
Privacy Use and Disclosure Policy (Formerly Data Use & Disclosure Policy)	August 2021	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
De-identification Guidelines	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations 	October 2021: Communications to Privacy Office and published on Privacy Team site
Internal Data Access Request (IDAR) Procedure	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures. 	October 2021: Communications to Privacy Office and published on Privacy Team site
Internal Data Sharing Procedure	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures. 	October 2021: Communications to Privacy Office, and published on Privacy Team site
Privacy Risk Management Policy and Procedure (formerly Privacy and Information Security Risk Management Procedure)	August 2021	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>

Policy Document	Date of Review	Approval Date of Policy	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Privacy and Security Training and Awareness Procedure	Q1- Q2, 2021/22	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
Privacy Audit & Compliance Policy	June 2021	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
Privacy Incident Management Policy and Procedure (formerly Privacy Breach Management Procedure)	June 2021	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
Contact Centre - Privacy Breach, Suspected Privacy Breach, & Privacy Risk Management Standard Operating Procedure	Q1- Q2, 2021/22	N/A	N	<ul style="list-style-type: none"> Reviewed, no material updates required. Continues to be used for all projects involving PHI collected and managed by OH for Cancer Screening Program. 	N/A
Privacy Impact Assessment Guide	Q1- Q2, 2021/22	N/A	Retired	<ul style="list-style-type: none"> All required information is included in the Privacy Impact Assessment Standard. 	N/A

Policy Document	Date of Review	Approval Date of Policy	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Privacy Impact Assessment Standard	June 2021	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
Privacy Complaints and Inquiries Procedure (Formerly Privacy Inquiries and Complaints Procedure)	June 2021	November 11, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and development of new enterprise policies.</p>
Research Privacy Standard	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Scope remains with respect to PE/PP data holdings. 	October 2021: Communications to Privacy Office and published on Privacy Team site
Retention of Records of Personal Health Information and Personal Information Policy	Q1- Q2, 2021/22	N/A	N	<ul style="list-style-type: none"> Scope remains with respect to PE/PP data holdings. 	N/A
Contact Centre - Screening Activity Report Privacy Breach, Suspected Breach & Privacy Risk Standard Operating Procedure	Q1- Q2, 2021/22	N/A	N	<ul style="list-style-type: none"> Reviewed, no material updates required. Continues to be used for all projects involving PHI collected and managed by OH for Cancer Screening Program. 	N/A
Small Cell Disclosure Guidelines	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Updated scope and policies to include all OH legacy organizations. 	October 2021: Communications to Privacy Office and published on Privacy Team site

Policy Document	Date of Review	Approval Date of Policy	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Statements of Purpose for Data Assets Containing PHI Procedure	Q1- Q2, 2021/22	October 1, 2021	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles, responsibilities, and accountabilities structures. Scope remains with respect to PE/PP data holdings. 	October 2021: Communications to Privacy Office and published on Privacy Team site

Log of Security Policies, Standards and Procedures

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Access Card Procedure	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles and responsibilities and accountabilities structures, and updated scope and policies to include all OH legacy organizations 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Access Control Standard	27-May-22	Y	<ul style="list-style-type: none"> Updated requirements for domain on-premises and cloud-based authentication for regular OH user accounts, for user ID and password management, definitions, and requirements from the IPC's PO Manual for Access to PHI. Reflects OH roles and responsibilities and accountabilities structures. Supersedes the Logical Access Control Standard. 	<p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p> <p>June 6, 2022: Published on the OH Policy Hub (Intranet).</p>

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Acquisition, Development and Application Security Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Software & Systems Standard. 	N/A
Computers and Related Equipment Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Mobile Security Standard. 	N/A
Cryptography Standard	29-Apr-21	Y	<ul style="list-style-type: none"> Updated FIPS to 140-3, the list of Approved Cryptographic Algorithms, and the definitions. Updated to incorporate IPC PO Manual Requirements. Updated to reflect updated OH roles and responsibilities, and accountabilities structures. 	<p>March 15, 2022: Published on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Data Backup Procedure	1-Oct-21	Y	<ul style="list-style-type: none"> Updated to reflect OH roles and responsibilities and accountabilities structures. List of datacentres updated. Backup system, process and procedures updated to reflect current practices. 	February 17, 2022: Published on eCCO Policy Documents page.
Data Backup Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Operations Standard 	N/A
Data Centre Access and Usage Standard	1-Oct-21	Yes	<ul style="list-style-type: none"> Updated to reflect OH roles and responsibilities and accountabilities structures in 2020. 	February 17, 2022: Published on eCCO Policy Documents page.
Data Centre Physical Security Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Physical and Environmental Security Standard. 	N/A
Data Destruction Policy	1-Oct-21	Y	<ul style="list-style-type: none"> Updated to reflect updated OH roles and responsibilities, and accountabilities structures. 	February 17, 2022: Published on eCCO Policy Documents page.

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Digital Media Disposal Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Media Destruction, Sanitization, and Disposal Standard 	N/A
Enterprise Information Security Policy	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Policy 	N/A
Exchanging PHI via Application Services Procedure	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements Updated to reflect updated OH roles and responsibilities, and accountabilities structures. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Exchanging PHI via Managed File Transfer Procedure	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to incorporate IPC PO Manual Requirements Updated to reflect updated OH roles and responsibilities, and accountabilities structures 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Hard Copy PHI Disposal Procedure	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Hard Copy PHI/PI and Media Destruction Procedure. 	N/A
Hard Copy PHI/PI and Media Destruction Procedure	15-Sep-21	New	<ul style="list-style-type: none"> Updated OH roles and responsibilities and accountabilities structures. Supersedes the Hard Copy PHI Disposal Procedure and the IT Asset & Data Disposal Procedure. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Information Classification and Handling Guideline	15-Sep-21	Y	<ul style="list-style-type: none"> • Updates to meet the requirements from the IPC PO Manual • Updated OH roles and responsibilities, and accountabilities structures. 	<p>March 30, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Classification and Handling Standard	15-Sep-21	Y	<ul style="list-style-type: none"> • Updates were made to meet the requirements from the IPC PO Manual • Updated OH roles and responsibilities, and accountabilities structures. 	<p>March 30, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security Acceptable Use Policy	11-Nov-21	Y	<ul style="list-style-type: none"> • Updates were made to reflect OH integration and requirements from the IPC PO Manual • Updated OH roles and responsibilities, and accountabilities structures. • Supersedes the Information Security Code of Conduct and Acceptable Use Policy. 	<p>April 20, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security and Breach Response Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> • Superseded by the Information Security Incident Management Standard 	N/A
Information Security Code of Conduct and Acceptable Use Policy	11-Nov-21	Superseded	<ul style="list-style-type: none"> • Superseded by the Information Security Acceptable Use Policy 	N/A

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Information Security Incident Management Standard	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to align with requirements from the IPC PO Manual Updated OH roles and responsibilities, and accountabilities structures. Supersedes the Information Security and Breach Response Standard. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security Operations Standard	29-Apr-21	Y	<ul style="list-style-type: none"> Updated to align with requirements from the IPC PO Manual Updated OH roles and responsibilities, and accountabilities structures. Supersedes the Operational Security – Patch Management Standard, the Operational Security – Patching Procedure, the Operational Security Standard and the Data Backup Standard. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security Policy	23-Sep-21	New	<ul style="list-style-type: none"> Updated to align with requirements from the IPC PO Manual Updated OH roles and responsibilities, and accountabilities structures. Supersedes the Enterprise Information Security Policy and the Information Security Program Framework 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security Program Framework	23-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Program Governance document and the Information Security Policy 	N/A

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Information Security Program Governance	11-Nov-21	Y	<ul style="list-style-type: none"> Updated to align with requirements from the IPC PO Manual Updated OH roles and responsibilities, and accountabilities structures. Supersedes the Information Security Program Framework, and the Security Audit, Testing and Compliance Standard. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security Risk Management Standard	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to align with requirements from the IPC PO Manual Updated OH roles and responsibilities, and accountabilities structures. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Security Software & Systems Standard	29-Apr-21	New	<ul style="list-style-type: none"> Updated OH roles and responsibilities, and accountabilities structures. Supersedes the Acquisition, Development and Application Security Standard. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Information Technology Change Management Standard	1-Oct-21	N	N/A	N/A
In-Person Transfer of Personal Health Information Procedure	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Secure Transfer of Sensitive Information Standard. 	N/A

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
IT Asset & Data Disposal Procedure	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Media Destruction, Sanitization, and Disposal Standard and the Hard Copy PHI/PI and Media Destruction Procedure. 	N/A
Logging, Monitoring and Auditing Procedure	1-Oct-21	Y	<ul style="list-style-type: none"> Updated to reflect OH roles and responsibilities and accountabilities structures. 	February 17, 2022: Published on eCCO Policy Documents page.
Logging, Monitoring and Auditing Standard	1-Oct-21	Y	<ul style="list-style-type: none"> Updated to reflect OH roles and responsibilities and accountabilities structures. 	February 17, 2022: Published on eCCO Policy Documents page.
Logical Access Control Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Access Control Standard. 	N/A
Media Destruction, Sanitization, and Disposal Standard	15-Sep-21	Y	<ul style="list-style-type: none"> Updated OH roles and responsibilities, and accountabilities structures. Supersedes the Digital Media Disposal Standard and the IT Asset & Data Disposal Procedure 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Mobile Security Standard	15-Sep-21	New	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. Supersedes the Computers and Related Equipment Standard. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Network Security and Communications Standard	15-Sep-21	New	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. Supersedes the Network Security Standard 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Network Security Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Network Security and Communications Standard. 	N/A
Operational Security – Patch Management Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Operations Standard. 	N/A
Operational Security – Patching Procedure	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Operations Standard. 	N/A
Operational Security Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Operations Standard. 	N/A
Personal Health Information Handling Standard	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Physical Access Policy	15-Sep-21	New	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. Supersedes the Physical Security Policy. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Physical and Environmental Security Standard	15-Sep-21	New	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. Supersedes the Data Centre Physical Security Standard and the Physical Security Policy 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Physical Security Policy	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Physical and Environmental Security Standard and the Physical Access Policy 	N/A
Secure Transfer of Sensitive Information Standard	15-Sep-21	New	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. Supersedes the In-Person Transfer of Personal Health Information Procedure. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Security Audit, Testing and Compliance Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Risk Management Standard 	N/A
Security Risk Management Procedure	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Risk Management Standard 	N/A
Security Risk Management Standard	15-Sep-21	Superseded	<ul style="list-style-type: none"> Superseded by the Information Security Risk Management Standard 	N/A

Name of Policy or Document	Date the policy was reviewed	Amendments (Y/N) or New	Description of Amendment or new policy or document	Date and Nature of Policy Communications
Video Monitoring Policy	11-Nov-21	Y	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Video Monitoring Procedure	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>
Visitor Access Procedure	15-Sep-21	Y	<ul style="list-style-type: none"> Updated to meet the requirements from the IPC's PO Manual Updated OH roles and responsibilities and accountability structures. 	<p>March 15, 2022: Published the new standards on the OH Policy Hub (Intranet).</p> <p>May 17, 2022: Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.</p>

Appendix B – Data Asset & Statement of Purpose List

Prescribed Entity

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
1.	Access to Care (ATC) Surgical Efficiency Target Program (SETP)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to provide information about operating room (OR) performance to monitor processes and identify and analyze areas where opportunities for improvement may exist in the perioperative portion of the continuum of care. 2. PHI is required to optimize surgical capacity in Ontario, increase access to surgical services, and maintain high-quality patient care. 	Care Provider Health Services Wait Times Facilities	Hospitals
2.	Ambulatory Oncology Patient Satisfaction Survey (AOPSS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to evaluate patient satisfaction levels with ambulatory oncology services. 2. PHI is required to determine health system planning with regard to ambulatory oncology services. 	Health Services Survey	Hospitals (via Ontario Hospital Association)
3.	Brachytherapy Radiation Treatment Program	<ol style="list-style-type: none"> 1. The purpose of this dataset is to maintain data related to prostate cancer patients in accordance with program guidelines for health system planning and management. 2. PHI is required to conduct analyses and report on the Brachytherapy Program for health system planning purposes. 	Care Provider Facilities Financial Health Services Demographic	Referring physicians

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
4.	Breast and Colorectal Cancer Well Follow-Up Initiatives	<ol style="list-style-type: none"> 1. The purpose of this dataset is to maintain data for breast and colorectal cancer survivors participating in the Well Follow-Up Initiatives. It contains information regarding a patient's visit with their oncologist. 2. PHI is required to support the development and implementation of models of care to transition appropriate breast and colorectal cancer survivors away from oncologist-led follow-up care. 	Care Provider Geographic Health Services Facilities Demographic	Regional Cancer Centres
5.	Canadian Community Health Survey (CCHS) Linking files	<ol style="list-style-type: none"> 1. The purpose of this dataset is to examine the impact of modifiable cancer risk factors on cancer incidence in Ontario. 2. PHI is required to support research, including examining the association between behaviour consistent with cancer prevention recommendations and cancer incidence using population-based behavioural risk information. 	Demographic Geographic Survey	Ministry of Health
6.	Cancer Activity Level Reporting (ALR)	<ol style="list-style-type: none"> 1. The purpose of this dataset is for reporting and analysis purposes. It represents the basic set of data elements required to produce the quality, cost and performance indicators for the cancer system. 2. PHI is required to support multiple OH initiatives focused on radiation, systematic treatment, psychosocial oncology, palliative care, smoking cessation, symptom management, and the Ontario Cancer Registry. 	Health Services Demographic Financial Wait Times Care Provider	Regional Cancer Centres Hospitals
7.	Case-By-Case Review Program (CBCRP)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to store patient and treatment information about systemic therapy drug utilization at Ontario hospitals. 2. PHI is required to conduct analysis and reporting to the Ministry of Health on the CBCRP for health system planning purposes. 	Care Provider Health Services Demographic	Hospitals

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
8.	Centralized Case and Contact Management System (CCM)	<ol style="list-style-type: none"> 1. The purpose of this data set is to support OH in the tracking and management of COVID positive cancer and renal patients as well as health system-related analytics and reporting. 2. PHI is required for health system planning work, for example, examining the long- term outcomes, utilization and care trajectories of COVID-19 survivors to develop optimal pathways of care for COVID-19 patients treated in hospital that span acute, post-acute and community care. 	Health Services Facilities	Institute for Clinical and Evaluative Sciences (ICES)
9.	Chiefs of Ontario (First Nations) Cancer Surveillance	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data related to cancer incidence, mortality, survival, and prevalence for First Nations. 2. PHI is required to support the Ontario First Nations project, between OH, ICES and the Chiefs of Ontario (COO), titled Cancer Incidence, Mortality, Survival, and Prevalence in Ontario First Nations. 	Health Services Demographic	Institute for Clinical Evaluative Sciences (ICES)
10.	Chimeric Antigen Receptor (CAR) T-Cell Therapy	<ol style="list-style-type: none"> 1. The purpose of this dataset set is to support planning, funding methodology and forecasting of CAR T-Cell Therapy treatment within Ontario. 2. PHI is required to conduct analysis and reporting of the CAR-T program for health system planning purposes. 	Care Provider Health Services Demographic	Requesting Physician Hospitals
11.	Client Agency Program Enrollment (CAPE)	<ol style="list-style-type: none"> 1. The purpose of this data set is to better understand the potential impacts to primary care associated with transitioning patients out of the regional cancer centres back to primary care providers or for health care planning purposes. 2. PHI is need for policy development, analysis, program evaluation 	Care Provider Demographic	Ministry of Health

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
12.	Client Profile Database (CPRO)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to store Long-Term Care Home (LTCH) application information that is captured at the client level. 2. PHI is required to support Access to Care programs in Ontario, for the purpose of strategic analytics for health system planning. 	Health Services Demographic	Home and Community Care Support Services (HCCSS)
13.	Collaborative Staging	<ol style="list-style-type: none"> 1. The purpose of this dataset is to describe how far a cancer has spread at the time of diagnosis. It contains patient, tumor and additional disease-site specific factors that together derive the stage of the patient at the time of diagnosis. 2. PHI is required to enable comprehensive analysis and for linking to the OCR, screening, and treatment data. 	Care Provider Geographic OH Derived Cohort Health Services Demographic Facilities	Laboratories Hospitals
14.	Continuing Care Reporting System (CCRS) – Long Term Care (LTC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to support standardized reporting in Long-Term Care Homes (LTCH), personal care homes, and nursing homes. 2. PHI is required to support: <ol style="list-style-type: none"> a. Access to Care: develop patient flow models for Ontario, support evaluation of Ministry-led initiatives, and support Ontario's Seniors Strategy b. Ontario Renal Network: conduct analyses to understand how chronic kidney disease patients interact with the healthcare system. c. Strategic Analysis & Modelling: develop patient flow models d. Cancer Program: explore barriers in palliative care access 	Geographic Health Services Demographic	Institute for Clinical Evaluative Science (ICES)

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
15.	COVaxON	<ol style="list-style-type: none"> The purpose of this dataset is to monitor the management and delivery of COVID-19 vaccinations. The application allows for inventory management, administration, and monitoring and management of outcomes. OH has identified business needs for this data in order to support initiatives under its Prescribed Entity (PE) status in areas like ORN and CPQI. 	Health Services Demographic	Institute for Clinical and Evaluative Sciences (ICES)
16.	Diagnostic Assessment Program (DAP) data	<ol style="list-style-type: none"> The purpose of this dataset is to securely store data collected from all regional cancer programs for DAP oversight. PHI is collected to evaluate the impact DAPs have on patients in the diagnostic phase of the cancer journey. 	Care Provider Geographic Health Services Demographic Wait Times	Hospitals
17.	Discharge Abstract Database (DAD)	<ol style="list-style-type: none"> The purpose of this dataset is to collect summary diagnostic and treatment information about patients who have received healthcare services as an inpatient (including acute care, chronic care and rehabilitation care) in Ontario hospitals. PHI is required to track hospitalized inpatients. 	Health Services Demographic Facilities Geographic Care Provider	Canadian Institute for Health Information (CIHI)
18.	Electronic Canadian Triage and Acuity Scale (eCTAS)	<ol style="list-style-type: none"> The purpose of this dataset is to securely store the triage notes from hospital emergency departments across Ontario who use eCTAS to assess and prioritize emergency patients. PHI is required to analyze patient flow and demand for emergency room services across the province and the reasons for these visits. OH conducts these analyses for the purposes of health system planning and management. 	Geographic Health Services Demographic Facilities Wait Times	Participating Emergency Departments
19.	Emergency Department (ED) Patient Satisfaction Survey Data	<ol style="list-style-type: none"> The purpose of this dataset is to securely store patient satisfaction Survey from all pay-for-results (P4R) hospitals. PHI is required by Access to Care (ATC) for operational reporting on services across the province. 	Demographic Facilities Geographic Health Services Survey	Hospitals

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
20.	Emergency Room National Ambulatory Reporting System Initiative (ERNI)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store emergency room (ER) wait times data related to the provincial ER/alternate levels of care (ALC) Strategy. 2. PHI is required to determine return on investment, performance improvement, and to calculate percentage of patients returning to an ER within a specified time period as a measure of quality of care and potential negative impact of ER focus. 	Health Services Facilities Geographic Demographic Wait Times	Canadian Institute for Health Information (CIHI)
21.	eOutcomes – Head & Neck Cancer	<ol style="list-style-type: none"> 1. The purpose of this dataset is to capture and monitor outcomes data for patients with head and neck cancer treated with radiotherapy in a provincial, systematic way. This dataset is a collection of patient outcomes from 10 head and neck cancer clinics in Ontario. 2. PHI is required to ensure accurate capture of patient outcomes post-radiotherapy, and to facilitate the identification of inadvertent duplicate cases. 	Care Provider OH Derived Cohort Health Services Facilities Demographic	Physicians/Data Managers Activity Level Reporting (ALR)
22.	ePath	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store anatomical pathology reports remitted by the public and private labs in Ontario. This dataset documents patient, facility, report, and tumor identifiers for patients, as well as tumor information for cancer and other reportable conditions. 2. PHI is required to support management decision-making, planning, disease surveillance and research, as well as contributing to resolved incidence case data in the Ontario Cancer Registry. 	OH Derived Cohort Health Services Demographic Facilities Geographic Care Provider	Hospitals Participating laboratories

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
23.	ePREM (Patient Reported Experience Measure) – Your Voice Matters Survey Data	<ol style="list-style-type: none"> 1. This purpose of this dataset is to securely store patient feedback on a patient's most recent visit to a Regional Cancer Centre (RCC) in Ontario, in order to enhance patient experience and improve outcomes. 2. PHI is required to enhance patient experience and improve outcomes through provincial benchmarking and performance management. 	Demographic Health Services Survey Facilities Geographic	Regional Cancer Centres
24.	Evidence-Building Program (EBP)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store patient and treatment information about systemic therapy drug utilization at Ontario hospitals. 2. PHI is required to conduct analysis and reporting to the Ministry of Health on the EBP for health system planning purposes. 	Care Provider Health Services Demographic Facilities	Hospitals
25.	First Nations Cancer Burden	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store First Nations Cancer Data. 2. PHI is required to track all instances of First Nations cancer cases for the purposes of health system planning. 	First Nations, Inuit and Metis (FNIM) Health Services Demographic Geographic	Institute for Clinical Evaluative Sciences (ICES)
26.	Health Based Allocation Model (HBAM) Inpatient Group (HIG)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data used as a funding methodology of the Ministry of Health, under the Health System Funding Strategy 2. PHI is required to inform the funding methodology used to determine funding at a patient level for cancer quality-based procedures. 	Demographic Health Services	Ministry of Health
27.	High Risk Lung Cancer Screening Pilot (HR LCSP) Data	<ol style="list-style-type: none"> 1. The purpose of this dataset it to securely store data to assist with performance management and evaluation of the HR LCSP program. 2. PHI is required to improve data accuracy and for educational and training purposes with respect to high-risk lung cancer. 	Care Provider OH Derived Cohort Health Services Demographic Facilities Geographic Wait Times	Participating Pilot Hospitals

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
28.	Home Assisted Peritoneal Dialysis (PD)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data about patients receiving PD assistance services. 2. PHI is required to coordinate organization and funding in the Home and Community Care Support Services. 	Health Services Demographic Facilities	Home and Community Care Support Services (HCCSS)
29.	Home Care Database (HCD)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store information about home care solutions in Ontario. 2. PHI is required to determine diagnostic and surgical procedures performed, review intake and assessment processes, and for service delivery. 	Care Provider Health Services Demographic Geographic	Home and Community Care Support Services (HCCSS)
30.	Interim Annotated Tumour Project (ATP)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store tumor information. 2. PHI is required study the association between genetics and its response to cancer drugs and to create clinical guidelines for the care and treatment of cancer patients in Ontario. 	Health Services Demographic Care Provider Facilities Geographic	Ontario Institute for Cancer Research (OICR)
31.	InterRAI Contact Assessment (CA)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store information that supports the homecare intake process and Ontario Palliative Care Network reporting. 2. PHI is required to ensure quality improvement and permit planning of palliative care in Ontario. 	Health Services Demographic Facilities Geographic	Home and Community Care Support Services (HCCSS)
32.	InterRAI Home Care (HC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store information related to functioning and quality of life for community-residing individuals. 2. PHI is required to evaluate the needs, strengths and preferences of adult long-stay individuals in the community, including individuals requesting admission to Long-Term Care Homes. 	Health Services Demographic Facilities Geographic	Home and Community Care Support Services (HCCSS)

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
33.	InterRAI Palliative Care (PC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store comprehensive assessment data on the strengths, preferences and needs of adults in both hospice and palliative care. 2. PHI is required to assess the strengths, preferences and needs of adults in hospice and palliative care. 	Health Services Demographic Facilities Geographic	Home and Community Care Support Services (HCCSS)
34.	ISAAC – Symptom Management Reporting Database	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store symptom management survey data collected through the ISAAC database: 2. PHI is required to promote earlier identification, documentation and communication of patient's symptoms, optimal symptom management, and collaborate care planning for patients who require palliative care services. 	Health Services Demographic Survey Facilities Geographic	Participating sites
35	Lakeridge Referral Data	<ol style="list-style-type: none"> 1. The purpose of this data is to establish and evaluate a referral pathway between regional renal programs and the Ontario Structured Psychotherapy (OSP) program. 2. PHI is required to link the Lakeridge Referral Data to the Ontario Renal Reporting System (ORRS) to determine characteristics of people who were referred/not referred to OSP. This data is required to determine if the OSP program is appropriate for people with chronic kidney disease (CKD) experiencing anxiety and depression. 	Health Services Demographics	Lakeridge Hospital

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
36	Magnetic Resonance Imaging (MRI) Efficiency	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store MRI efficiency data used to measure key performance indicators to promote efficiency in diagnostic imaging processes and help remove any bottlenecks. Calculated indicators from this dataset will enable sites to identify key areas for improvement and strive for greater efficiency at the site and system levels. 2. PHI is required to produce the MRI Efficiency Program Dashboard to understand wait times for MRI procedures and identify key areas for improvement in Ontario hospitals. 	Health Services Demographic Facilities Geographic Wait Times	Hospitals
37.	Mental Health and Addictions Access to Care (MHA ATC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store ATC data from four specialty psychiatric hospitals. 2. PHI is required to track wait times, identify service gaps, and build a structure for public reporting and accountability that addresses significant gaps in access mental health and addictions treatment in Ontario. 	Health Services Demographic Facilities Geographic Wait Times	<p>The Centre for Addiction and Mental Health</p> <p>Ontario Shores Centre for Mental Health Sciences</p> <p>The Royal Ottawa Healthcare Centre</p> <p>Waypoint Centre for Mental Health Care</p>
38.	National Ambulatory Care Reporting System (NACRS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store diagnostic and treatment information about patients who have received outpatient surgery or selected other treatments (chemotherapy, emergency department visits, dialysis, and cardiology) in Ontario hospitals. 2. PHI is required to track outpatients and permit quality improvement and health planning services. 	Health Services Demographic Facilities Geographic	Canadian Institute for Health Information (CIHI)

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
39.	National Rehabilitation Reporting System (NRS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store client data collected from participating adult inpatient rehabilitation facilities and programs across Canada. 2. PHI is required to support: <ul style="list-style-type: none"> • Access to Care: develop patient flow models for Ontario, support evaluation of Ministry led initiatives, and support the Ontario's Seniors Strategy. • Ontario Renal Network: conduct analyses to understand how chronic kidney disease patients interact with the healthcare system. • Strategic Analysis & Modelling: develop patient flow models. • Cancer Program: explore barriers in palliative care access. 	Health Services Demographic Facilities Geographic	Institute for Clinical Evaluative Sciences (ICES)
40	New Ambulatory Models of Care (NAMoC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store ambulatory care models data collected from 5 regional cancer programs to identify, evaluate, implement, and spread innovative care models that are person-centered, sustainable, and cost-effective. 2. The PHI is required to compare the costs and resource utilizations of NAMoC models against standard of care and to identify, evaluate, and implement care models that are person-centered, sustainable, and cost-effective. 	Health Services Demographic Geographic	Participating health care organizations

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
41	New Drug Funding Program (NDFP)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store patient and treatment information about systemic therapy drug utilization at Ontario hospitals. 2. PHI is required to conduct analysis and reporting to the Ministry of Health on the NDFP for health system planning purposes. 	Health Services Demographic Facilities Geographic Care Provider	Hospitals
42	Ontario Breast Cancer Screening Program (OBSP) Database	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store breast cancer screening information collected through the Integrated Cancer Management System (ICMS) for those clients participating in the Ontario Breast Cancer Screening program (OBSP). 2. PHI is required to implement, plan, manage, evaluate, allocate resources to, and report on performance of the OBSP. 	Health Services Care Provider Demographic Facilities Geographic	Ontario Breast Cancer Screening Site
43	Ontario Drug Benefit (ODB)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store drug claims data for each prescribed drug dispensed under the Ontario Drug Plan formulary, and patient and treatment information about systemic therapy drug utilization at Ontario hospitals. 2. PHI is required to perform analysis on the volumes of oral chemotherapy drug units that are dispensed. 	Care Provider Geographic Health Services Demographic Facilities	Institute for Clinical Evaluative Sciences (ICES)
44	Ontario Health Insurance Plan (OHIP) Claims	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data related to claims paid for by the Ontario Health Insurance Plan (OHIP) to all eligible health care providers (this contains physicians, groups, laboratories and out-of-province providers). 2. PHI is required for health system planning purposes. 	Health Services Financial Care Provider	Institute for Clinical Evaluative Sciences (ICES)

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
45	Ontario Cancer Registry (OCR)	<ol style="list-style-type: none"> 1. This database is the provincial database of information for all Ontario residents diagnosed with cancer. 2. PHI is required to support management decision-making, planning, disease surveillance, and research. 	Health Services Demographic OH Derived Cancer Person Geographic Care Provider Facilities	Canadian Institute for Health Information (CIHI) Hospitals Laboratories Ministry of Government & Consumer Services Other Canadian Provinces & Territories
46.	Ontario Crohn's and Colitis Cohort (OCCC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data that identifies individuals in Ontario who have been diagnosed with Inflammatory Bowel Disease (IBD). 2. PHI is required to identify and exclude IBD patients from the colonoscopy cohorts to improve the accuracy of the information used to support quality management for the ColonCancerCheck and Gastrointestinal Endoscopy Quality Based Procedure programs. 	Health Services Demographic	Institute for Clinical Evaluative Sciences (ICES)
47.	Ontario Evidence-Based Positron Emission Tomography (EB-PET) Program	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data related to the evidence-based Positron Emission Tomography (PET) Scan Evidence-Based program. 2. PHI is required for health system planning and capital planning purposes and to carry out OH's mandate to: <ul style="list-style-type: none"> • Provide direction to the PET Steering Committee and/or Ministry of Health • Link to other data holdings for reporting and analysis for the evaluation and management of the PET Scans Ontario Program. 	Health Services Demographic Care Provider Facilities Geographic	Referring Physicians Diagnostic Centres

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
48.	Ontario Laboratories Information System (OLIS) for the Ontario Renal Network (ORN)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store lab test result information for Ontario patients based on ORN requirements. 2. PHI is required to enable OH to link OLIS data with its patient records to carry out health analytics and support OH's ORN Program. 	Care Provider Demographic Facilities Geographic Health Services	Ministry of Health
49.	Ontario Mental Health Reporting Systems (OMHRS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data on patients in adult-designated inpatient mental health beds, provincial psychiatric facilities, and specialty psychiatric facilities. 2. PHI is required by the Access to Care team to better understand alternate levels of care (ALC) in Ontario, and to support Ministry-led initiatives such as Ontario's Seniors Strategy. 	Health Services Facilities Geographic Demographic	Institute for Clinical Evaluative Sciences (ICES)
50.	Out of Province (OOP) Data	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data for persons with Ontario Cancer Registry reportable diseases for Ontario residents diagnosed or treated outside of Ontario. 2. PHI is required to serve as source records for incident cases, OOP data support management decision-making, planning, disease surveillance and research. 	Health Services Demographic Geographic OH Derived Cohort	Canadian Provinces/Territories
51.	Ontario Palliative Care Network Data Repository (OPCN)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store population-level data imported from OH health administrative data sources and used to better understand the patient throughout their end-of-life journey. 2. PHI is required for comprehensive analytics and reporting and to develop concepts on health system utilization, disease identification, significant health events, treatments, interventions, assessment survey results, co- morbidity scores and other important health information. 	Health Services Demographic OH Derived Cohort Care Provider Facilities Geographic	Ministry of Health Home and Community Care Support Services (HCCSS) Institute for Clinical and Evaluative Sciences (ICES) Canadian Institute for Health Information (CIHI)

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
52.	Ontario Renal Network (ORN) – Centre of Practice (COP) Reporting Tool	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store information on patients who were referred for peritoneal dialysis (PD) and vascular access (VA) and whose procedures have been completed. 2. PHI is required to support the evaluation and management of the COP pilot initiative. 	Care Provider Geographic Demographic Facilities Health Services	Renal sites
53.	Ontario Renal Network (ORN) – Glomerulonephritis (GN) and Pregnancy data	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data on women with complex GN and kidney disease who require maternal care. 2. PHI is required to enable planning, decision making and monitoring of outcomes, ensure patients are supported to make informed decisions, and to ensure patients have appropriate access to drugs and to standardized, timely and high-quality care. 	Care Provider Facilities Geographic Health Services Demographic	Renal sites
54.	Ontario Renal Network (ORN) - Infection Reporting Tool - Catheter Related Bacteremia (CRB) and Peritonitis	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store manually entered data describing CRB and peritonitis events, leveraging data captured in the Ontario Renal Reporting System (ORRS). 2. PHI is required to calculate CRB and peritonitis rates and to calculate person-time with a hemodialysis catheter. 	Care Provider Facilities Geographic Health Services Demographic	Renal sites
55.	Ontario Renal Network (ORN) – Integrated Dialysis Care (IDC)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data to support the IDC model initiative. 2. PHI is required to support community management and planning through the Regional Renal Program (RRP) and explore options for comprehensive funding for the continuum of renal services, from hospital, to clinic, to home, and community settings. 	Care Provider Facilities Health Services Geographic Demographic	Renal sites

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
56.	Ontario Renal Network (ORN) - Long Term Care (LTC) Peritoneal Dialysis (PD)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store quality and standardized data on assisted PD patients residing in LTC homes in Ontario. 2. PHI is required to support management, data quality assurance, decision-making, planning, disease surveillance, and research activities. 	Facilities Health Services Geographic Demographic	Renal sites
57.	Ontario Renal Network (ORN) – Ontario Renal Reporting System (ORRS) Annual Survey	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store ORRS survey data for living chronic dialysis patients being treated in an ORN facility. 2. PHI is required for patient experience health system planning. 	Facilities Health Services Geographic Demographic Survey	Renal site
58.	Ontario Renal Network (ORN) - Palliative – Person-Centred Decision Making (PCDM)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data on multi-care kidney clinic and chronic dialysis patients in Ontario. 2. PHI is required to support shared decision-making and clinical awareness for early identification of patients who may benefit from a palliative approach to care. 	Facilities Health Services Demographic	Renal sites
59.	Ontario Renal Network (ORN) - PREMs (Patient Reported Experience Measure)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store patient experience survey data for the Patient Assessment of Chronic Illness Care and Modified Shared Decision-Making Questionnaire. 2. The PHI is required by Regional Renal Programs to inform about the experience of renal care within their program and are used to drive local improvements to care. 	Facilities Health Services Demographic Survey	Renal sites
60	Ontario Renal Network (ORN) - Personal Support Worker (PSW)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store PSW hours linked to and paid for on behalf of each patient. 2. PHI is required to match patient information for the administration of the program. 	Care Provider Facilities Demographic Geographic Health Services	Renal sites

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
61	Ontario Renal Network (ORN) - Your Symptoms Matter (YSM)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store self-reported symptom management data from renal patients in the province. 2. PHI is required to evaluate the initiative, by reviewing the symptoms of the patient population, the impact on patient service utilization, and adherence to the symptom screening portion of the YSM clinical workflow. 	Care Provider Facilities Survey	Renal sites
62.	Ontario Renal Network (ORN) - Your Symptoms Matter (YSM) Chart Audits	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store YSM Chart Audit Tool responses that reflect the documentation found in the patient charts. 2. PHI is required to evaluate pilot site adherence to the symptom assessment and management portions of the YSM clinical workflow. 	Care Provider Facilities Survey	Renal sites
63	Ontario Renal Reporting System (ORRS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data for patients receiving care for CKD in Ontario and provides a longitudinal journey of patients and events within regional renal programs from entry into multi-care kidney clinic to dialysis. 2. PHI is required to report CKD events, support planning, clinical programs, and integrated care. 	Care Provider Facilities Health Services Demographic Survey	Renal sites
64	Patient Reported Experience Measures (PREMs) Your Voice Matters (YVM)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store patient reported information on what matters to patients and how they experience care. 2. PHI is required to drive quality improvements based on patients' needs, wants and preferences. 	Facilities Health Services Demographic Survey	Regional Cancer Programs

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
65.	Pathology – ePath and eMaRC	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store patient and tumor information for cancer and cancer-related pathology reports (tissue, cytology). ePath documents patient, facility and report identifiers, such as site, histology and behavior. 2. PHI is used to support management decision-making, disease surveillance, and research, as well as contributing to resolved incidence case data in the Ontario Cancer Registry. 	Care Provider Facilities Health Services Demographic	Hospitals Laboratories
66.	Pathology Data Mart	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data derived from the pathology reports and uploaded into the enterprise data warehouse. 2. PHI is used to support management decision-making, planning, disease surveillance, and research, as well to contribute to resolving incidence case data in the Ontario Cancer Registry. 	Facilities Health Services Demographic	Hospitals Laboratories
67.	Prophylactic Mastectomy	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store data on and verify prophylactic mastectomy procedures for high-risk patients. 2. PHI is required to identify and track patients at high-risk for breast cancer who have had prophylactic mastectomy procedures 	Demographic Facilities Health Services	Hospitals
68.	Registered Persons Database (RPDB) Data Mart	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store personal demographic information for all persons eligible for Ontario health insurance coverage and Ontario drug benefits. 2. PHI is required to ensure that individuals in other data sources are identified correctly and to support analysis by demographic groups and geographic area. 	Geographic Demographic	Ministry of Health

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
69.	Short Term Transitional Care Model Data (STTCM)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store quantitative data on alternate levels of care (ALC) performance indicators specific to STTCMs and patient satisfaction. 2. This PHI is required to evaluate the STTCMs and identify the impact these models may have on local ALC pressures and patient outcomes. This information is used to design solutions to continue to reduce ALC volumes and support potential future implementation of these models. 	Geographic Facilities Health Services Demographic Wait Times	Home and Community Care Support Services (HCCSS)
70.	Screening Data Mart (SCDM) / Evaluation Reporting Data Mart (ERDM)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store screening clinical and administrative data to enable Program planning and reporting. 2. PHI is required to support the planning and forecasting for the Ontario Breast Cancer Screening Program (OBSP), Ontario Cervical Screening Program (OCSP), and the ColonCancerCheck (CCC) within Ontario. 	OH-Derived Cohort Care Provider Demographic Geographic Health Services Facilities	Ministry of Health Laboratory Hospital Fulfilment House Statistics Canada Siebel Call Centre
71.	Smoking Cessation	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store performance metrics based on the smoking status of ambulatory cancer patients collected at the 14 RCCs. 2. The PHI is used to produce smoking cessation performance indicators for multiple reports and scorecards, such as 'Tobacco Use Screening' and 'Accepted Cessation Referral' for the Regional Performance Scorecard. 	Facilities Health Services Demographic	Regional Cancer Centres

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
72.	Specialized Services Oversight Information System (SSO-IS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store information on specialized cancer care received in Ontario, including services related to Acute Leukemia, Stem Cell Transplant, Interventional Radiology and Sarcoma. 2. PHI is required for analysis and reporting to support the management of the delivery of coordinated care across the province, including: <ul style="list-style-type: none"> • Providing timely and coordinated access to services. • Focusing on better outcomes and improved patient experience • Encouraging hospitals and providers to work together to form a network of services which are person-centered, evidence-based and support evolving clinical practices 	Health Services Demographic Facilities Geographic	Participating Hospitals
73.	Wait Times Information System (WTIS)	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store wait times information for five areas of care: cataract surgery, cancer surgery, cardiac surgery, hip and knee replacement surgery, and MRI/CT scans for all adult and pediatric patients. Wait time is calculated from the time a decision is made to treat a patient to the time of treatment of the patient. 2. PHI is required to monitor wait times for surgical and diagnostic services across the province to support Ontario's wait time strategy and to identify areas where additional resources may be required to improve access to care. 	Geographic Facilities Health Services Demographic Wait Times	Hospitals Ministry of Health

#	Data Asset	(1) Statement of Purpose & (2) Need for Personal Health Information	Data Types	Data Provider
74.	Virtual Urgent Care (VUC)	<ol style="list-style-type: none"> 1. The purpose of this data set is to monitor Virtual Urgent Care (VUC) models offered at participating hospitals during the COVID-19 pandemic. These models of care enable patient assessment without the need to visit an Emergency Department in person during the pandemic. 2. OH uses PHI to evaluate the VUC models of care and to plan for future delivery of virtual services. 	Health Services Demographic Facilities	Participating Hospitals

Prescribed Person

#	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data	Data Provider
1.	ColonCancer Check (CCC) Interim Solution	<p>System no longer used, required for data migration, archive and audit only.</p> <ol style="list-style-type: none"> 1. The purpose of the data holding is to securely store data to support CCC Screening Operations 2. PHI is required for CCC client management and operations, including clinical results, direct client interactions and correspondence. 	OH Derived Cohort	Ministry of Health Laboratories Individuals (Call Centre direct data entry)
2.	ColonCancer Check (CCC) List Management System (LMS)	<p>System no longer used, required for data migration, archive and audit only.</p> <ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store data to support CCC Screening Operations. 2. PHI is required for data exchange to and from health service providers via secure web portal, as well as for validation of patient lists and electronic distribution of Provider Reports. 	OH Derived Cohort	CCC - Siebel

#	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data	Data Provider
3.	Ontario Public Drug Programs (OPDP) – Health Network System (HNS)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store fecal occult blood test (FOBT) data dispensed by pharmacies to support the CCC Program. 2. PHI is required to evaluate the level of dispensing of FOBT kits at the pharmacies. 	Health Services Demographic Geographic	Ministry of Health
4.	Siebel	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store data to enable Contact Centre Screening Operations for the Ontario Breast Cancer Screening Program (OBSP), Ontario Cervical Screening Program (OCSP) and the CCC. 2. PHI is required to support administration of the Integrated Cancer Screening program, including client management, direct client interaction, and cancer screening correspondence. 	OH Derived Cohort	Screening Integration Hub
5.	Screening Integration Hub	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely integrate and link disparate clinical and administrative data holdings to create OBSP, OCSP and CCC Screening records for a Cancer Person in context to provider and facility to enable Siebel Screening Operations, campaign management and reporting functions. 2. PHI is required to support Screening Operations, campaign management, and reporting functions. 	OH Derived Cohort	Ministry of Health Laboratory Hospital Statistics Canada Siebel Call Centre

#	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data	Data Provider
6.	Screening Hub Stage – Client Agency Program Enrollment (CAPE)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store patient enrolment data and information about associations of each enrolled Ontarian with a specific physician at a specific agency in a formally recognized program (e.g. a Family Health Team). 2. The PHI is required to identify physicians in Ontario who have rostered patients and to compile a list of eligible rostered patients who will be invited to participate in the cancer screening program. This is a core asset for the Ontario Cancer Screening Registry. 	Care Provider Demographic	Ministry of Health
7.	Screening Hub Stage – Claims History Database (CHDB)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store data related to medical claims paid for by OHIP to all eligible health care providers for claims related to Cancer Screening (OBSP, OCSP, CCC) and the Quality Management Partnership (QMP) 2. PHI is required to enhance the establishment of a person's screening record to inform Screening Operations (OBSP, OCSP, CCC), campaign management and reporting 	Care Provider Health Services	Ministry of Health
8.	Screening Hub Stage – Colonoscopy Interim Reporting Tool (CIRT)	<p>System no longer used, required for Data migration, Archive and Audit only.</p> <ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store colonoscopy procedure information submitted by hospitals to support the CCC program. 2. This PHI is required to understand colonoscopy activity conducted within participating facilities from volume, wait time and quality perspectives. It is also used to determine funding and volume allocations across participating facilities. 	Care Provider Facilities Health Services Demographic Geographic	Hospitals

#	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data	Data Provider
9.	Gastrointestinal (GI) Endoscopy	<ol style="list-style-type: none"> 1. The purpose of this dataset is to securely store colonoscopy procedure information submitted by hospitals to support the CCC Program This PHI is required for monitoring, evaluating and reporting on GI endoscopy services. This database replaced the Colonoscopy Interim Reporting Tool (CIRT) in February 2017. 2. 	Care Provider Facilities Health Services Demographic Geographic	Hospitals
10.	Fecal Immunochemical Test (FIT) database	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store data collected from laboratories about FIT results to support the CCC Program. PHI is required to manage the CCC program, and monitor, evaluate and report on FIT volumes and lab quality. 2. 	Geographic Care Provider Facilities Health Services Demographic	Participating Laboratories
11.	Lab Reporting Tool (LRT)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store information from laboratories on fecal occult blood test (gFOBT) results for the CCC Program 2. The PHI is used to: <ul style="list-style-type: none"> • Generate participant communications; and • Monitor and report on gFOBT volumes, geographic differences, test quality, and variations between participating laboratories to highlight the need for further awareness or education programs. 	Geographic Care Provider Health Services Demographic	Laboratories
12.	Ontario Cancer Registry (OCR) Screening Subset	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store a subset of the OCR for screening (OBSP, CCC, OBSP). 2. PHI is required to support Ontario Cancer Screening Registry by identifying individuals who are ineligible for breast, colorectal and cervical screening. 	OH Derived Cohort	OH as Prescribed Entity

#	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data	Data Provider
13.	Screening Hub Stage – Registered Persons Database (RPDB)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store personal demographic information for all Screening Eligible persons with health insurance coverage. 2. PHI is required for the operationalization of breast (OBSP), colorectal (CCC) and cervical (OCSP) screening to identify Ontarians who are eligible and could be invited to participate in the OBSP, CCC, and OCSP programs. It will also be used for identity validation and data linking for client cancer journey assessment. 	Geographic Demographic	Ministry of Health
14.	Primary Care Screening Activity Report (PC SAR)	<ol style="list-style-type: none"> 1. This data holding contains information on primary care providers' Screening Eligible rostered patients and their OBSP, OCSP and CCC screening history. 2. PHI is required to enable the client level reporting of screening information to providers to facilitate care. 	OH-Derived Cohort	Screening Integration Hub Siebel
15.	Sioux Lookout Zone Screening Activity Report (SLZ SAR)	<ol style="list-style-type: none"> 1. This data holding contains information on Sioux Lookout Zone Screening Eligible rostered patients and their OBSP, OCSP and CCC screening history. 2. PHI is required to enable the client level reporting of screening information to providers to facilitate care. 	OH-Derived Cohort	Screening Integration Hub Siebel
16.	CytoBase	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store PAP test results collected from laboratories. 2. PHI is required to facilitate the provision of health care related to cervical cancer screening through the Ontario Cancer Screening Registry and to allow OH to notify participants of their cervical screening results. 	Care Provider Health Services Demographic Geographic	Laboratories

#	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data	Data Provider
17.	Oracle Business Intelligence Enterprise Edition (OBIEE)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store and manage clinical and administrative data related OBSP, OCSP and CCC Screening records. OBIEE segmentation and Campaign Management is used for Correspondence inclusions and exclusions. 2. PHI is required to provide segmentation of data which enables Siebel CRM, via Campaign Management, to generate invitation, reminder, and recall and test result notification correspondence for each of the three Cancer Screening modules (CCC, OCSP and OBSP). 	OH Derived Cohort	Screening Integration Hub Siebel
18.	Ontario Breast Cancer Screening Program (OBSP) Database	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store breast cancer screening information collected through the Integrated Client Management System (ICMS) for clients participating in the OBSP. 2. PHI is for OBSP client management and operations, including clinical results, direct client interactions and correspondence. 	Care Provider Facilities Health Services Geographic Demographic	Ontario Breast Screening Program (OBSP) sites
19.	Registered Nurse Flexible Sigmoidoscopy (RNFS)	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store data submissions from sites participating in the CCC screening program. 2. PHI is required by the Screening Integration Hub and Siebel to administer the CCC screening program and ensure quality control. 	Care Provider Facilities Geographic Health Services Demographic	Participating RNFS sites
20.	Correspondence Feedback File	<ol style="list-style-type: none"> 1. The purpose of this data holding is to securely store feedback information regarding address corrections, mailing status and returned mail from cancer screening correspondence operations. 2. PHI is required by the Screening Integration Hub and Siebel for the Ontario Cancer Screening correspondence operations. 	Geographic	Address information from Canada Post (via Fulfillment House) Correspondence from OH Screening Integration Hub

Appendix C – Data Linkage Log

Prescribed Person – Ontario Cancer Screening Registry

	Requestor	Product Title	Data Sources	Date Linkage Approved
1	ColonCancerCheck (CCC) Program	Endoscopist Quality Review Program quality review	OHIP; DAD; NACRS; RPDB; OCR; GI Endo DSP	August 20, 2020
2	Indigenous Cancer Care Unit	Aboriginal Breast Cancer (ABC) Update The purpose to examine patterns and differences between Indigenous and non-Indigenous women with a previously diagnosed breast cancer.	2004 Cohort; OCR; OHIP Claims, OBSP	September 10, 2020

Prescribed Entity

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
1.	OH Surveillance & Cancer Registry	Small Area Geographic Inequalities in Cancer Incidence & Survival in Ontario To identify and investigate inequalities.	Ontario Cancer Registry (OCR); Registered Persons Database (RPDB); Death Data	November 15, 2019
2.	OH's Radiation Treatment Program (RTP)	Measures for Access and Quality of Radiation Treatment and Palliative Care To develop cancer care quality indicators and analysis to support cancer-related programs.	National Ambulatory Care Reporting System (NACRS); Discharge Abstract Database (DAD); Ontario Health Insurance Plan (OHIP) Claims; Smoking Cessation; eClaims; Symptom Management; OCR	November 22, 2019
3.	OH Ontario Renal Network (ORN) Analytics	ORN Palliative Insights To perform provincial, regional and sub-regional analysis on palliative care health system utilization and outcome measures for renal patients.	Ontario Renal Reporting System (ORRS); RPDB; OHIP Claim; Ontario Palliative Care Network (OPCN) repository	January 7, 2020
4.	OH ORN Portfolio	Use of OLIS Data for Deferred Dialysis To perform internal analysis and monitoring of scorecard measures.	ORRS; Ontario Laboratory Information System (OLIS); OHIP; DAD; NACRS	January 7, 2020
5.	OH ORN Portfolio	ORN Early Chronic Kidney Disease (CKD) Insights To perform provincial, regional and sub-regional analysis on patterns in nephrology referral and early chronic kidney disease outcome measures for renal patients and for health system planning purposes.	ORRS; DAD; NACRS; OLIS; RPDB; CPDB; Client Agency Program Enrolment (CAPE); Local Health Integration Network (LHIN) Subregions Postal Code Crosswalk; OHIP Claims; ORN Nephrologist list	February 11, 2020

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
6.	Adolescent and Young Adult (AYA) Data Cohort Steering Committee (OH and Pediatric Oncology Group of Ontario (POGO))	AYA Cancer Data Cohort To determine the current state of the AYA population in Ontario and initiate efforts to improve the care received by AYA patients in Ontario.	OCR; Pediatric Oncology Group of Ontario Networked Information System (POGONIS)	February 20, 2020
7.	OH Disease Pathway Management (DPM) and Clinical Programs & Quality Initiatives (CPQI) Business Units	Current State Analysis of Primary and Secondary Brain Cancers in Ontario For health system planning and analysis	RPDB; DAD; NACRS; OHIP; Collaborative Staging (CS); Activity Level Reporting (ALR) (systemic and radiation); Ontario Drug Benefit (ODB); New Drug Funding Program (NDFP); Positron Emission Tomography (PET); Pathology Electronic Mapping, Reporting and Coding Plus and Enterprise Data Warehouse (EDW)); Continuing Care Reporting System (CCRS) – Long-Term Care (LTC); CCRS – Complex Continuing Care (CCC); Home Care Database (HCD); NRS; Ontario Medical Health Reporting System (OMHRS); OCR; Postal Code Conversion File (PCCF)	March 5, 2020
8.	OH Specialized Services Oversight and CPQI Business Units	Complex Malignant Hematology (CMH) Comorbidity Validations To validate the accuracy of the OH (CCO) comorbidity index for stem cell transplant (SCT) patients.	DAD; NACRS	March 18, 2020
9.	OH Patient Reported Outcomes Program	Predictive Survival Ability of Patient-Reported Compared to Physician-Reported Performance Status in Solid Malignancies To help inform and improve the Patient Reported Outcome Program.	OCR; RPDB; PCCF; Symptom Management Database (SMBD); Interactive Symptom Assessment and Collection (ISAAC)	March 18, 2020
10.	Institute of Clinical and Evaluative Sciences (ICES)	Link Patient Emergency Department Visits with COVID-19 Test Results For evaluation, planning and monitoring of the health care system and the impacts of the COVID-19 pandemic.	OLIS; Electronic Canadian Triage and Acuity Scale (eCTAS)	April 9, 2020
11.	OH ORN Portfolio	In-Centre Dialysis Projections due to COVID-10 To help estimate in-centre dialysis volume increase due to factors impacted by COVID-19.	ORRS; Trillium Gift of Life Network (TGLN)	April 13, 2020
12.	OH ORN Portfolio	Dialysis COVID-19 Surveillance To collect information in a rapid manner to identify chronic kidney disease (or renal) and dialysis patients who have tested positive for COVID-19 and patients who do not have chronic kidney disease that have required dialysis as a result of acquiring COVID-19.	ORRS; PCCF; LHIN Sub-Region Crosswalk Files; RPDB; TGLN; DAD; OHIP-ICES	April 15, 2020

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
13.	OH Models of Care, System Improvement and Integration Business Units	Complex Malignant Hematology (CMH) Models of Care To assess the implementation of key CMH Models of Care recommendations.	Ambulatory Symptom Management Clinic Data; NACRS	April 29, 2020
14.	OH Disease Pathway Management (DPM) & CPQI Business Units	Breast Diagnostic Phase Improvement Project (BDPIP) To provide information to inform the future model of the Ontario Breast Screening Program (OBSP)/OBSP-affiliated Breast Assessment Sites (O-BAS) relationship (health system planning).	OBSP; OCR; RDBP; OHIP; DAD; NACRS; Collaborative Staging Database (CSD); ALR; ODB; NDFP; PCCF; PET; Costing Macro; Pathology (EDW & eMarc); Ontario Breast Cancer Screening Database;	May 1, 2020
15.	OH Quality Reporting and Improvement Team Business Unit	Colonoscopy Quality Physician Reports To support the preparation of annual colonoscopy quality reports for every practicing endoscopist in Ontario.	Corporate Provider Database (CPDB); OHIP Claims	May 1, 2020
16.	OH ORN Portfolio	Assessing the Usability of CCO Data Sources for Identifying Long-Term Care Home Residents on Dialysis To allow ORN to understand patient volumes and the associated travel requirements for in-centre dialysis to support funding and capacity planning.	ORRS; OLIS; RPDB; OHIP Claims; CCRS; ODB; CPRO	May 4, 2020
17.	OH ORN Portfolio and St. Michael's Hospital	Rates of Covid-19 Infection Amongst In-Centre Hemo Dialysis and Home Dialysis Patients To identify rates of COVID-19 across the different modalities, which will help programs and the ORN determine if certain policies/actions need to be tailored to these specific populations.	COVID-19 Data Tracker; ORRS	May 13, 2020
18.	OH Covid Testing Working Group	COVID-19 Testing – Reporting and Capacity Planning for Ministry of Health To develop a set of metrics that measure the progress and effectiveness of implemented testing strategies.	ORRS; OLIS COVID-19; RPDB; OHIP; DAD; NACRS	May 26, 2020
19.	OH ORN Portfolio	ORN COVID-19 ICU Dialysis Patient Monitoring Tool To create a tool to assist Regional Renal Programs (RRPs) with ongoing monitoring of dialysis capacity during the COVID-19 pandemic.	ORRS; COVID-19 Data Tracker	June 4, 2020
20.	OH ORN Portfolio	Home Hemodialysis (HHD) Utility Grant Evaluation The purpose of this project is to conduct analysis in order to evaluate the HHD Utility Grant Program	ORRS; HHD Utility Grant; TGLN	June 16, 2020
21.	OH Access to Care Business Unit	COVID-19 Impact on Surgery Wait Times The purpose of this initiative is to evaluate the impact of COVID-19 on regional surgery wait times.	Wait Time Information System (WTIS) – Surgery; OLIS	June 22, 2020
22.	OH Access to Care Business Unit	COVID-19 Impact on Alternate Level of Care (ALC) Wait Times To evaluate the impact of COVID-19 on ALC wait times.	WTIS-ALC; OLIS	June 22, 2020

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
23.	OH Access to Care Business Unit	COVID-19 Impact on Emergency Department (ED) Volumes and Wait Times To identify the proportion of ED volumes that were confirmed with COVID-19 and admitted to hospital, identify the ED wait times of COVID patients compared to non-COVID patients, confirm coding accuracy, and assess return visits related to COVID-19.	NACRS; OLIS	June 23, 2020
24.	OH ORN Portfolio	In-Centre Dialysis Projections due to COVID-19 The purpose of this project is to create a forecasting tool to estimate in-centre dialysis volume increase due to factors impacted by COVID-19.	ORRS; TGLN; OLIS	July 7, 2020
25.	OH ORN Portfolio	Transplant Access and Quality Initiative Snapshot Report The aim of the report is to provide insight into the RRP's performance across their different quality improvement initiatives and to help identify areas of improvement.	ORRS; TGLN; DAD	July 16, 2020
26.	OH ORN Portfolio	COVID-19 Surveillance of Hemodialysis and Staff To better understand the prevalence of COVID-19 in high-risk renal patients and how effective precautions are at containing infections consistent with health system planning purposes.	Patient Questionnaire Responses; COVID-19 Surveillance Tracker; COVID-19 Data Tracker	July 17, 2020
27.	AYA Data Cohort Steering Committee (OH and POGO)	AYA Cancer Data Cohort To determine the current state of the AYA population in Ontario and initiate efforts to improve the care received by AYA patients in Ontario.	OCR; POGONIS	July 28, 2020
28.	POGO	POGO Data Request To reconcile cases between POGO and OCR and support decision-making, planning, and disease surveillance	OCR; POGO	July 28, 2020
29.	OH Surveillance & Cancer Registry Business Unit and Research Office (Internal)	Evaluating the Impact of the COVID-19 Pandemic on Cancer in Ontario To estimate the impact of the COVID-19 pandemic on cancer in Ontario.	OCR; OLIS COVID Data Set;	July 28, 2020
30.	OH ORN Portfolio	Kingston Health Sciences Centre (KHSC) – ORN Indicators To support regional renal programs in capacity planning and improving care for chronic kidney disease (CKD) patients.	ORRS; DAD; NACRS; OLIS; LHIN Sub Region Crosswalk; RPDB; TGLN	August 10, 2020
31.	OH & Ontario Institute for Cancer Research (OICR)	Ontario Health Study (OHS) Linked Cohort To outline the incident and prevalent cancer cases for OHS participants.	OHS Cohort; OCR; RPDB	August 18, 2020
32.	OH ORN Portfolio	Home Dialysis Insights Report 2020 To facilitate evidence-based decision-making and to inform programs and policies with respect to renal care.	ORN COVID-19 Data tracker and Report; ORRS; RPDB; DAD; OHIP Claims; TGLN	August 19, 2020

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
33.	OH ORN Portfolio	Interim Program Scorecard Extract Report To monitor the performance of the RRP's and identify areas of improvement using the key indicators with respect to renal patients and the quality of care.	ORRS; TGLN	August 19, 2020
34.	Office of the Auditor General of Ontario (OAGO)	Request for OLIS Data for COVID-19 For COVID-19 preparedness and management.	OLIS (ICES) Data; OLIS- COVID-19 Results	August 25, 2020
35.	OH ORN Portfolio	Goals of Care Measurement To develop actionable tools to drive quality improvement.	ORRS; OLIS; PCCF	September 1, 2020
36.	OH Quality Measurement and Evaluation Business Unit	Emergency Cancer Diagnosis To help create a definition for 'emergency diagnoses for the purpose of reporting on the health care system	OCR, DAD, NACRS, eCTAS, RPDB, OHIP	September 8, 2020
37.	OH ORN Portfolio	Multi-Care Kidney Clinic (MCKC) Insights Report Health system planning purposes and to support RRP's in improving the quality of care and patient experience within MCKCs.	ORRS; OLIS; RPDB; LHIN Subregions Postal Code Crosswalk; DAD; NACRS; OHIP Claims; ORN Nephrologist Data	September 23, 2020
38.	OH's System Integration and Improvement Program	Keratinocyte Carcinoma Repository and Reporting For purposes aligned with s. 45 of PHIPA	RPDB; DAD; NACRS; OHIP;	October 5, 2020
39.	OH's Chimeric Antigen Receptor (CAR) T-cell Therapy Program	CAR T-cell Therapy Program – Post Treatment Patient Information 2020/21 To conduct health system planning	RPDB; OCR; DAD/NACRS; ALR; OHIP; OLIS; NDFP; ODB; PCCF	October 8, 2020
40.	OH Surveillance & Cancer Registry	Collection of Additional Mortality Data Health system planning and creating the OCR	OCR; Ministry of Government and Consumer Services (MGCs) data	October 15, 2020
41.	OH ORN Clinical Programs Dialysis Portfolio	ORN Home Dialysis Initiatives To identify the effects and outcomes of ORN initiatives on home dialysis for health system planning purposes.	ORRS; OHIP Claims; TGLN	October 19, 2020
42.	OH ORN Clinical Programs Dialysis Portfolio	ORN Home Dialysis Initiatives To identify the effects and outcomes of ORN initiatives on home dialysis for health system planning purposes.	ORRS; OHIP Claims; CIHI Data; TGLN	October 19, 2020
43.	OH Provincial Drug Reimbursement Program	Evidence-Building Program: Effectiveness of Oxaliplatin for (Potentially) Resectable Extrahepatic Colorectal Metastases To better understand the effectiveness of adjuvant oxaliplatin for metastatic colorectal cancer (mCRC) with extrahepatic metastasis and to support health system planning for this indication.	RPDB; DAD, NACRS, OHIP, CSD, ALR (systemic and radiation); NDFP, Pathology	October 21, 2020

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
44.	OH's System Integration and Improvement Program	Current State Analysis of the Diagnosis and Treatment of Cancers in Ontario To characterize the diagnostic and treatment periods for all types of cancers in Ontario.	OCR; RPDB; OHIP; DAD; NACRS; CS; ALR-radiation and systemic; ODB; NDFP; PCCF; PET; Diagnostic Data Upload Tool (DDUT); Pathology (eMarc and EDW); Costing Macro; CIHI	October 29, 2020
45.	OH ORN Portfolio	Aggregate Report for External Partners To assess and monitor the RRP's progress towards their program-specific goals of increasing the number of kidney transplantations.	ORRS; TGLN; DAD	November 13, 2020
46.	OH ORN Funding Policy and Operations	Travel Support for Home Dialysis Training, Kidney Transplantation and Hospital-Based Dialysis Treatments and Province-Wide Equity Indicators Health system planning for dialysis patients	ORRS; TGLN	November 19, 2020
47.	OH's RTP and Queen's University DCCE (as OH's Agent)	Measures for Access and Quality of Radiation Treatment and Palliative Care The purpose of the project is the development of cancer care quality indicators and analysis to support cancer-related programs, including the RTP.	OCR; DAD/NACRS; ALR; OHIP; NDFP; PCCF; ESAS; Smoking Cessation	December 1, 2020
48.	OH CIQP and Planning & Regional Programs (Planning & RP)	Case-by-Case Review Program (CBCRP) Health system planning and management for CBCRP	CBCRP data; ALR- systemic; ODB Treatment Claims Data	December 9, 2020
49.	OH Provincial Drug Reimbursement Program	Validation of Lung Cancer Definition To ensure a consistent oncology drug funding decision-making process and appropriate allocation of resources to the Ontario health system.	RPDB; DAD; NACRS; OHIP; EDW; Home Care Database (HCD)	December 14, 2020
50.	OH ORN Funding Policy and Operations	NxStage Identification for Funding Alignment To implement the allocation of funding and resources to the RRP's in alignment with Ministry approved funding policies.	ORRS; HHD Utility Grant	December 17, 2020
51.	OH Transitions in Care (TiC) Program	Client Agency Program Enrolment (CAPE) Data Collection Expansion To better understand the potential impacts to primary care associated with transitioning patients out of the Regional Cancer Centre (RCC) back to primary care providers; for health care planning purposes; and for policy development, analysis and program evaluation.	CAPE; ALR – systemic and radiation; eClaims; RPDB	December 21, 2020
52.	OH ORN Portfolio	CKD Surveillance Measure Development To develop a passive surveillance measurement system to measure and track the impact of CKD and acute kidney injury (AKI) in Ontario.	DAD; NACRS; OLIS – ORN Data Cut; MGCS Death Data; TGLN; OHIP Claims Data; ORRS; RPDB; CPDB; PCCF; LHIN Subregion Crosswalk; ORN Nephrologist List	December 21, 2020
53.	OH Enterprise Data & Analytics Services Business Unit, Research Office (Internal) & OICR	OHS Linked Cohort To identify patients within the OHS with a confirmed cancer diagnosis (upon execution of Research Data Disclosure Agreement (RDDA) between the external researcher and OH). The OICR REB Amendment received approval on June 16, 2020.	OHS Cohort; OCR; RBDP	January 14, 2021

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
54.	OH ORN Portfolio	COVID-19 Vaccinations in Renal Patients To support evidence-based decision-making and inform programs and policies across the RRP.	ORN COVID-19 Tracker; ORRS; ODB; OLIS; RPDP; OHIP; CCRS; CPRO	January 27, 2021
55.	OH Specialized Services Oversight and Quality Measurement and Evaluation (QME) Business Units & Staff Hematologist, The Ottawa Hospital	Complex Malignant Hematoma (CMH) Comorbidity Validations For the purpose of validating the OH (CCO) QME-developed comorbidity index.	Specialized Services Oversight Stem Cell Transplant Data; DAD; NACRS	January 28, 2021
56.	Provincial Diagnostic Laboratory Network	Analytics Data Hub (ADH) – Provincial Laboratory Network Tenancy RPDB and OLIS COVID-19 data sets will be linked together to understand the populations who are infected with COVID-19 to inform testing strategy indicator development.	RPDB; OLIS COVID-19	May 27, 2021
57.	ICES	Impact of COVID-19 on Outcomes of Patients with Kidney Disease To understand how COVID-19 has affected kidney patients.	ORRS; ORN COVID-19 Data Tracker	June 25, 2021
58.	OH	Radiation Treatment Utilization Service Coverage To conduct health system planning for radiation treatment utilization	DAD; NACRS; OHIP; Smoking Cessation; ALR; OCR; NDFP; Symptom Management	October 11, 2021
59.	OH ORN Portfolio	Multi-Care Kidney Clinic (MCKC) Insights Report To support RRP in improving the quality of care and patient experience within MCKCs.	ORRS; OLIS; RPDB; LHIN Subregions Postal Code Crosswalk; DAD; NACRS; OHIP Claims; ORN Nephrologist Data	November 4, 2021
60.	OH Health System Performance and Support Business Unit	Acute Leukemia Funding Model Refresh To develop case costing data to support analysis and evaluation of the health care system.	DAD; NACRS; ALR; Specialized Services Oversight Information System (SSO-IS)	November 4, 2021
61.	OH Infrastructure Planning Business Units	AML Assessment To understand capabilities for development of classification models to identify patients at high risk of long waits or long stays and to allow development of predictive models to predict ED length of stay.	eCTAS; WTIS; NACRS	November 5, 2021
62.	OH ORN Portfolio	Home Dialysis Insights Report 2021 To facilitate evidence-based decision-making, to inform programs and policies with respect to renal care, and to understand rates of transplants for home dialysis patients.	ORRS; RPDB; DAD; OHIP Claims; TGLN	December 13, 2021
63.	OH ORN Portfolio	COVID-19 Vaccinations in Renal Patients For the purposes of health system planning for the program, support evidence-based decision-making, and inform programs and policies across the RRP.	CoVAXON; ORN COVID-19 Tracker; ORRS; ODB; OLIS; RPDB; OHIP; Complex Continuing Care Reporting and Complex Continuing Care (CCRS); Client Profile Database (CPRO); Case Contact Management (CCM)	February 7, 2022

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
64.	OH's Health System Performance and Support Business Unit	Hip and Knee Arthritis Program Wait 1 Project To calculate wait times for hip and knee-related surgeries and produce aggregate-level summary reports for participating hospitals.	Referral Tracking System (RTS); WTIS	February 22, 2022
65.	OH ORN Portfolio	Dialysis COVID-19 Surveillance To collect information in a rapid manner to identify chronic kidney disease (CKD) and dialysis patients who have tested positive for COVID-19 and patients who do not have CKD that have required dialysis as a result of acquiring COVID-19.	ORRS; PCCF; LHIN Subregion Crosswalk; RPDB; TGLN; DAD; OHIP; OLIS-ORN; CCRS; HSSO CPRO; ODB; OLIS-COVID; COVID-19 OLIS DS feed; ORN COVID-19 Vaccination Tracker	March 4, 2022
66.	OH ORN Portfolio and the Mental Health and Addictions Centre of Excellence (MHACOE)	ORN Mental Health Initiative: Referral to the Ontario Structure Psychotherapy (OSP) Program To explore the opportunity to establish and evaluate a referral pathway between a RRP and the OSP Program.	Lakeridge OSP Referral Data; ORRS	April 14, 2022
67.	OH PDRP	Pan-Canadian Trastuzumab Biosimilar To compare the safety and efficacy of trastuzumab biosimilar drugs against their reference drug	OCR; RPDB; DAD; NACRS; ALR-rads; ALR-chemo; NDFP; PCCF; Ontario Marginalization Index (ON-Marg)	April 19, 2022
68.	OH Population Health and Value Based Health Systems Business Unit	Forward Sortation Area (FSA) Recovery Dashboard Creation and Sharing with Ontario Health Teams (OHTs) To produce a COVID-19 recovery dashboard that contains aggregate data utilizing for planning purposes.	OHIP; DAD; RPDB; NACRS; ODB; HCD; CPRO	April 21, 2022
69.	OH and Queens University DCCE (as OH's Agent)	Radiation Treatment Utilization To conduct health system planning and to complete objectives set out in the Radiation Treatment Utilization Service Coverage Agreement.	DAD; NACRS; OHIP; Smoking Cessation; ALR; OCR; NDFP; Symptom Management; ODB	June 7, 2022
70.	OH CIQP Business Unit	The impact of Hepato-Pancreatico-Biliary and Thoracic Cancer Surgery Regionalization on Patient Outcomes To evaluate the impact of hepato-pancreatico-biliary and thoracic cancer surgery regionalization on patient outcomes.	DAD; NACRS; RPDB; OCR	July 11, 2022
71.	Population Health and Value Based Health Systems Business Unit	Forward Sortation Area (FSA) Recovery Dashboard Creation and Sharing with Ontario Health Teams (OHTs) – June 2022 Amendment To produce a COVID-19 recovery dashboard that contains aggregate data utilizing for planning purposes.	OHIP; DAD; RPDB; NACRS; ODB; HCD; CPRO	July 12, 2022
72.	Integrated Cancer Treatment Programs	Your Voice Matters – Patient Reporting Experience Measures collection from Princess Margaret Hospital For health system planning purposes and to support Regional Cancer Centres' understanding of patient experiences	Your Voice Matters Survey data, ALR	August 2, 2022

Appendix D (1) – Privacy Impact Assessment Log²

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing / ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-CART-05	Chimeric Antigen Receptor (CAR) T-Cell PIA	PE	2019-11-04	Senior Privacy Specialist	There is a risk that the Program will conduct the linkages without approval.	It is recommended that the Business Unit engage the Privacy Office prior to conducting any linkages, pursuant to Ontario Health's Data Linkage Procedure.	Senior Privacy Specialist	2020-02-05	The Program has agreed to engage the Privacy Office prior to any linkages of PHI	Closed
GEO 2019	Small Area Geographic Inequalities In Cancer Incidence And Survival In Ontario	PE	2019-11-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2019-RTP Queens-02	Queen's Division of Cancer Care and Epidemiology (DCCE) (Queens DCCE Amendment #7)	PE	2019-11-22	Senior Privacy Specialist	There is a risk that with no recent review of controls that PHI may be at risk for unauthorized access, use, and disclosure.	It is recommended that OH refresh its review of controls	Senior Privacy Specialist	Q3 2022/2023	OH has reviewed the controls in place and recommended updates to existing agreements. Updates are in progress.	Open
2019-RTP Queens-01	Queen's Division of Cancer Care and Epidemiology	PE	2019-11-25	Senior Privacy Specialist	There is a risk that with no retention schedule, there will be over-retaining of PHI for longer than necessary.	It is recommended that Ontario Health's Radiation Treatment Program establish a retention schedule for this data.	Senior Privacy Specialist	2019-11-25	The business unit has confirmed that the retention period will be 50 years in order to conduct long-term analysis.	Closed
2019 OLIS	Use of OLIS Data for Deferred Dialysis	PE	2019-12-09	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2019-DAFU	Data and Analytics Forum University	PE	2019-12-17	Senior Privacy Specialist	There is an ongoing risk that data used for a Data and Analytics Forum University module has not been de-identified to a sufficiently low risk of re-identification.	Enterprise Analytics should consult with Privacy Office to ensure the data is sufficiently de-identified to a sufficiently low risk of re-identification.	Senior Privacy Specialist	2019-12-20	Enterprise Analytics has agreed to engage Privacy Office to review de-identification level.	Closed
2019-DAFU	Data and Analytics Forum University	PE	2019-12-17	Senior Privacy Specialist	There is an ongoing risk that a Data and Analytics Forum University module will leverage a data set that has not been reviewed by the Privacy Office.	Enterprise Analytics should engage privacy prior to each new data use.	Senior Privacy Specialist	2019-12-20	Enterprise Analytics has agreed to engage the Privacy Office prior to each new use of data.	Closed
ICES-DSA 2019	ICES-CCO (OH) DSA Amendment (OCR Variables Only)	PE	2019-12-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

² This log includes: 1) PIAs Completed; and 2) PIAs Undertaken and Not Yet Completed as a Prescribed Entity (PE) or OCSR Prescribed Person (PP)

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2019-HRLUHN-01	High Risk Lung Cancer Screening Pilot (HR LCSP) – University Health Network (UHN) Ethnicity Data	PE	2019-12-31	Senior Privacy Specialist	The data sharing agreement does not reflect the collection of the additional ethnicity data elements from UHN.	HR LCSP to update the Agreement to reflect the collection of additional ethnicity data elements prior to data collection.	Senior Privacy Specialist	2020-04-24	The agreement was amended to include the additional data elements.	Closed
2019-ORRS	Ontario Renal Reporting System (ORRS) – Infection Event Extract Report Short Form PIA (PPLA)	PE	2020-01-01	Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-ORNOPC N-01	Ontario Renal Network (ORN) Palliative Insights	PE	2020-01-07	Senior Privacy Specialist	The OPCN Repository must integrate with the logging, monitoring and audit solution to be able to properly investigate a privacy breach involving OPCN repository data.	The OPCN to ensure logging and monitoring features are operational.	Senior Privacy Specialist	2020-12-10	The logging and monitoring features are operational.	Closed
2020-ORNOPC N-02	Ontario Renal Network (ORN) Palliative Insights	PE	2020-01-07	Senior Privacy Specialist	At the time of writing this PIA, the security assessment is not completed yet.	A Threat Risk Assessment will be conducted	Senior Privacy Specialist	2020-09-17	A security assessment was completed.	Closed
2020-ORNOPC N-03	Ontario Renal Network (ORN) Palliative Insights	PE	2020-01-07	Senior Privacy Specialist	This data should not be retained any longer than required.	The data should be securely destroyed once moved to OCPN Repository.	Senior Privacy Specialist	2020-04-21	Group Manager, Renal Clinical Programs confirmed the file was deleted.	Closed
2019-HRLDAP-01	High Risk Lung Cancer Screening Pilot (HR LCSP) – Diagnostic Assessment Program (DAP) Data	PE	2020-01-09	Senior Privacy Specialist	At the time of writing, the agreement between OH and the HR LCSP pilot sites does not reflect the collection and use of the DAP data	OH to amend the High Risk (HR LCSP) Agreement to include the collection of DAP data from the pilot sites.	Senior Privacy Specialist	2020-04-24	The agreement was amended to include the additional data elements.	Closed
2020 BSPROM	Bowel and Sleep PROM Implementation Pilot	PE	2020-02-05	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 ORN CKD	Ontario Renal Network (ORN) Early CKD Insights	PE	2020-02-11	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 AYA-01	Adolescent and Young Adult (AYA) Cancer Data Cohort	PE	2020-02-20	Senior Privacy Specialist	The data sharing agreement (DSA) between Pediatric Oncology Group of Ontario (POGO) and OH currently does not include the AYA cohort data.	OH and POGO should amend the existing DSA between POGO and OH to include the AYA cohort data elements.	Senior Privacy Specialist	2020-09-21	The DSA was amended to include AYA cohort data to be governed by the DSA.	Closed

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2020 AYA-02	Adolescent and Young Adult (AYA) Cancer Data Cohort	PE	2020-02-20	Senior Privacy Specialist	Pediatric Oncology Group of Ontario (POGO) is seeking to receive a PHI cohort which is derived from OH's Ontario Cancer Registry (OCR) This data is not yet identified in the data sharing agreement (DSA) between OH and POGO.	OH and POGO should amend the DSA to allow OH to disclose to POGO, OCR data for patients aged 15-39 prior to the disclosure of the cohort.	Senior Privacy Specialist	2020-09-21	The DSA was amended to allow OH to disclose to OCR data for patients between 15 – 39 years of age to POGO.	Closed
2020 AYA COHORT	Adolescent and Young Adult (AYA) Cancer Data Cohort Feb 2020	PE	2020-02-20	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 BCA	Brain Cancer Analysis	PE	2020-03-05	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
eCTAS 3 ME 2020	eCTAS 3 million Encounters	PE	2020-03-06	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 PSA	Predictive Survival Ability	PE	2020-03-18	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 PREM PROM	Investigation on the relationship between PREMs and PROMs	PE	2020-03-18	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 COMSCR	Comorbidity Score 2020	PE	2020-03-18	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 eCTAS KFLA	eCTAS COVID-19 Monitor – DSA for data disclosure to Kingston, Frontenac, Lennox and Addington Public Health unit (KFLA PHU)	PE	2020-03-25	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 eCTAS-ICES	eCTAS-ICES Amendment	PE	2020-04-09	Senior Privacy Specialist	There is a risk that ICES could retain the Schedule A-1 data (the COVID data) for longer than is necessary for their reporting and analytical purposes to support the government of Ontario.	At the end of the 2020 calendar year, OH should follow-up with ICES to confirm whether the COVID analytic work has concluded and whether OH's data can be returned or destroyed.	Senior Privacy Specialist	Q4 2021/22	OH received confirmation from ICES that work has concluded, and a data destruction certificate will be provided to OH.	Closed
2020 ICDPC	In-Centre Dialysis Patients COVID Impact	PE	2020-04-13	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2020 VSDR	Vascular Surgery Data Request from COR Health	PE	2020-04-15	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 DCD	Dialysis COVID-19 Data	PE	2020-04-15	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 PSPPC	Provincial Surgical Pandemic Planning Committee	PE	2020-04-23	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
CMHMC 2020	Complex Malignant Hematology (CMH) Models of Care Demonstration Projects- Ambulatory Symptom Management Clinic Data	PE	2020-04-29	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
CRCPD 2020	Colonoscopy Reports Corporate Provider Database (CPDB)	PE	2020-05-01	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
BDPIP 2020	Breast Diagnostic Phase Improvement Project (BDPIP)	PE	2020-05-01	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
AUCDLC 2020	Assessing Usability of CCO(OH) Data for Long-Term Care Homes (LTCH)	PE	2020-05-04	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-OPCN-2	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-04-25	Senior Privacy Specialist	Unless OH characterizes Analytic Base Table (ABTs) as a Data Holding, there is a risk that the tables will not be managed in accordance with OH's privacy policies.	OH to develop and implement a process related to the management of ABTs in compliance with OH's privacy policies.	Senior Privacy Specialist	2021-04-11	ABTs will be treated similarly to a data holding under OH's privacy policies and procedures.	Closed
2020-OPCN-3	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-04-26	Senior Privacy Specialist	Given that the deletion of the pilot data is manual, there is a risk that the data will not be destroyed after one year.	OH should ensure there is a process in place to prompt the Archive Zone Data Steward to delete the Pilot data after one year	Senior Privacy Specialist	Q1 2022/23	The source pilot data for OPCN repository has been deleted.	Closed

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2020-OPCN-4	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-04-27	Senior Privacy Specialist	There is a risk that Data Access Approvers and the Enterprise Data Acquisition Services (EDAS) team will not be aware of how long data must be retained within the Team Zone.	EDAS to work with Records and Information Management (RIM) to develop policies and procedures supporting the retention of data within the Team Zone to ensure that users are aware of how long data should be retained. This documentation should be drafted in accordance with OH's Policy on Frameworks.	Senior Privacy Specialist	Short Term: Q1 2022/23 Long Term: Q4 2022/23	Long Term: Data Steward training to be established around accountabilities and required audit reports to manage data retention, will be developed. Short Term: The original OPCN standalone system is decommissioned and presents no short-term risk.	Short Term: Closed Long Term: Open
2020-OPCN-5	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-04-28	Senior Privacy Specialist	There is a risk that the roles identified within OH's Data Stewardship Model are unclear and that OH staff with the role of Data Access Approver may not understand their responsibilities around data hygiene and data governance	OH to review the current Data Stewardship Model and update as needed to ensure roles are clearly defined.	Senior Privacy Specialist	Q1 2022/23	The roles for Data Approver and responsibilities for giving access have been identified in the Analytics Data Hub (ADH) Access Management Plan.	Closed
2020-OPCN-6	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-04-29	Senior Privacy Specialist	While the OPCN upgrade is being built there will be two versions of the OPCN Repository and there is a risk that the Pilot version will not be appropriately decommissioned once the upgrade goes live.	The OPCN Pilot Repository Data Steward must ensure that the decommissioning process is initiated following the Upgrade go live, in accordance with OH's Enterprise Data Destruction Practice.	Senior Privacy Specialist	Q2 2022/23	OPCN pilot repository is in the process of being destroyed.	Closed
2020-OPCN-7	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-04-30	Senior Privacy Specialist	Access to the different environments and stages within the OPCN Repository is not automated and relies solely on the institutional knowledge of the Internal Data Access Request (IDAR) approvers. There is a risk that OH Staff may be provided with more access than is required to fulfill the purpose of their request.	Training materials, specifically outlining the permissions associated with each type of access and the roles permitted to access each environment and zone, should be created. Data Access Approvers should be required to complete this training before they are permitted to approve access to the OPCN Repository. It is also recommended that a Frequently Asked Questions (FAQ) document be created and appended to the Data Catalog entries. This would allow IDAR approvers to remind themselves of the appropriate role-based access when reviewing IDAR requests to the OPCN Repository.	Senior Privacy Specialist	Q1 2022/23	The ADH Access Management plan includes processes to audit each users access through their managers to ensure the access granted reflect the needs of that particular user.	Closed

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2020-OPCN-8	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-05-01	Senior Privacy Specialist	OH's Data Stewardship Model does not consider data assets presented as a collection rather than a singular data asset. There is a risk that Data Access Approvers for zones within the OPCN Repository will be unclear about their roles and responsibilities when approving access to the zones within the Repository and when governing the data within each zone.	OH's Data Stewardship Model should consider situations where data is presented as a collection rather than a singular data asset. This Model should also identify different types of Data Stewards (e.g. the addition of a Data Access Steward) and the roles and responsibilities for each role. Once finalized, all types of Data Stewards identified in the Model should be provided with training on the new Model and how it applies to the OPCN Repository.	Senior Privacy Specialist	Q1 2022/23	The OPCN Repository is de-commissioned as a stand-alone system and now provisioned to the ADH and subject to controls within the ADH. All level of data approvers are trained and informed of their roles and responsibilities.	Closed
2020-OPCN-9	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-05-02	Senior Privacy Specialist	There is the potential for direct identifiers from the Raw Zone to be written to the Team Zone, with broader access.	A separate Team Zone for data quality purposes should be created. This new zone has been captured as a backlog maturity item for the Analytics Data Hub (ADH) to be resolved in a future phase. In the meantime, additional education and monitoring should be provided by the Team Zone Data Access Approver to ensure that the data is managed appropriately.	Senior Privacy Specialist	Q1 2022/23	There is a separate Team Zone that is created in the Raw Zone for data quality purposes	Closed
2020-OPCN-10	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-05-03	Senior Privacy Specialist	OH cannot ensure that one of the key principles of the Upgrade - to limit access to Data of varying degrees of identifiability based on the need and use of the data - is effective unless it has implemented a robust solution to log, monitor, and audit such access.	OH to implement a Logging/Monitoring/Auditing solution that meets OH's Privacy Requirements and is reviewed by the Privacy Office and Enterprise Information Security Office.	Senior Privacy Specialist	Q1 2022/23	Original stand-alone OPCN Repository is decommissioned and provisioned into the ADH which has both privacy and security controls for login, monitor, and audit	Closed
2020-OPCN-11	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-05-04	Senior Privacy Specialist	Without a policy and procedure in place to monitor access to the OPCN Repository and revoke access when it is no longer required, there is a risk that OH staff will maintain access to the OPCN Repository longer than required.	OH should develop and implement OPCN Repository access control policies and procedures that address how access to the OPCN Repository will be tracked and the process in place to revoke user access when it is no longer required.	Senior Privacy Specialist	Q1 2022/23	The ADH Access Management Plan outlines the process for annual audit to ensure appropriate user access and data asset access for all tenants of ADH	Closed
2020-OPCN-12	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-05-05	Senior Privacy Specialist	There is a risk that OH will add data holdings to the OPCN Repository without the contractual authority to permit such a use.	The Privacy Office should be engaged to conduct a privacy assessment prior to any new data being added to the OPCN Repository.	Senior Privacy Specialist	Q1 2022/23	The addition of data assets for any tenant of ADH is bound by approvals from Privacy, that is initiated by the DERF Process (Data Engagement Form). The procedure for this is outlined in the Access Management Plan	Closed

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OLIS CCIS 2020	Collection of Ontario Laboratory Information System (OLIS) COVID-19 and Critical Care Information System (CCIS)	PE	2020-05-13	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
SIR 2020	St. Mikes COVID-19 Infection Rate	PE	2020-05-13	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
OLIS CTA 2020	Ontario Health Ontario Laboratory Lab Information System (OLIS) COVID Testing Analysis for MOH	PE	2020-05-26	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-CBCRPE BP-04	Case-by-Case Review Program (CBCRP) and Evidence Base Review (EBP) Program PIA Refresh	PE	2020-05-29	Senior Privacy Specialist	A vulnerability assessment was conducted on the PDRP tool which identified a number of vulnerabilities, including one critical vulnerability. It is not clear if any of the vulnerabilities have been mitigated.	Enterprise Information Security Office should assess the PDRP tool to ensure that all vulnerabilities are properly mitigated to ensure that the PDRP tool remains a secure method of transmission of PI/PHI.	Senior Privacy Specialist	Q4 2020/21	The server upgrades and patches have eliminated the vulnerabilities identified in vulnerability assessment.	Closed
2020-CBCRPE BP-03	Case-by-Case Review Program (CBCRP) and Evidence Base Review (EBP) Program PIA Refresh	PE	2020-05-29	Senior Privacy Specialist	OH sending PI/PHI via fax to applicants for CBCRP is not a secure method of transfer of PI/PHI as faxes can be easily intercepted by an unintended recipient. There is a risk of unauthorized access, collection, use and disclosure of PI/PHI with the use of fax.	CBCRP should work with OH's Enterprise Information Security Office to develop an alternative method of transmission of PI/PHI that is in compliance with Ontario Health's security policies and procedures.	Senior Privacy Specialist	Q4 2020/21	The CBCRP implemented eClaims as a secure communication channel to securely communicate with applicants.	Closed
2020-CBCRPE BP-02	Case-by-Case Review Program (CBCRP) and Evidence Base Review (EBP) Program PIA Refresh	PE	2020-05-29	Senior Privacy Specialist	CBCRP is undergoing a review to verify that all the information OH is collecting is required by OH. Until this review is completed, there is a risk that OH is collecting more information than is necessary.	Upon further review, if the CBCRP identifies data elements that are no longer required for collection and use, OH should not collect the data.	Senior Privacy Specialist	2020-10-23	All collections were reviewed to ensure OH is not collecting more information than necessary.	Closed

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2020-CBCRPE BP-01	Case-by-Case Review Program (CBCRP) and Evidence Base Review (EBP) Program PIA Refresh	PE	2020-05-29	Senior Privacy Specialist	At the time of writing, the Data Book that lists the data elements collected for EBP is out-of-date, which may lead to lack of clear and greater risk of unauthorized collection and use of the data.	The EBP Business Unit should update the Data Book and provide rationale for collection and use for all data elements collected.	Senior Privacy Specialist	Q1 2021/22	OH updated the Data Book to reflect the purpose of collection for each data element.	Closed
2020 ORN DPMT	Ontario Renal Network (ORN) COVID-19 ICU Dialysis Patient Monitoring Tool (DPMT)	PE	2020-06-04	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 HUGE	Home Utility Grant Evaluation	PE	2020-06-16	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 OLIS ALC	Analytics - Ontario Laboratory Lab Information System (OLIS) Covid-19 Alternate Level of Care (ALC)	PE	2020-06-22	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 OLIS CSL	Analytics - Ontario Laboratory Lab Information System (OLIS) Covid-19 Surgery	PE	2020-06-22	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 OLIS ER	Analytics - Ontario Laboratory Lab Information System (OLIS) Covid-19 Emergency Room (ER) Program	PE	2020-06-23	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 OLIS HQO	Ontario Laboratory Information System (OLIS) COVID-19 Data to Health Quality Ontario (HQO)	PE	2020-06-24	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2020 DHDP	Disclosure of Health Data Platform (HDP) Token Vault to ICES	PE	2020-06-25	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 SCDCE	Smoking Cessation Data Collection Expansion	PE	2020-07-02	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 IDPCI	In-Centre Dialysis Patients COVID Impact	PE	2020-07-07	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
ORN ORRS 2020	ORN ORRS report changes new elements	PE	2020-07-09	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
QISAR 2020	Quality Initiative (QI) Snapshot Aggregate Report	PE	2020-07-16	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 COVIDST AFF-01	COVID-19 Surveillance of Hemodialysis and Staff	PE	2020-07-17	Senior Privacy Specialist	Four (4) Independent Health Facilities (IHF) have not yet executed a data sharing agreement with OH. Without an agreement in place, there is a lack of governance and accountability with respect to OH's collection and use of the PHI from the IHFs as a Prescribed Entity.	OH and the four (4) IHFs should execute the data sharing agreement (DSA). Once executed, the DSA will govern OH's collection, use and disclosure of the PHI as a Prescribed Entity.	Senior Privacy Specialist	Q1 2021/22	All four IHFs executed a DSA that reflects the data being collected.	Closed
2020 – COVIDST AFF - 02	COVID-19 Surveillance of Hemodialysis and Staff	PE	2020-07-17	Senior Privacy Specialist	OH may be asked to disclose reports containing small cells, which may constitute PHI, to external organizations. No authority to disclose PHI to these organizations has been identified.	In the event this report must be shared with external stakeholders, OH must either 1) review the small cells to ensure that there is not reasonable to re-identify the data; or 2) suppress all small cells in the report.	Senior Privacy Specialist	2020-07-24	Privacy reviewed the report and determined that the risk of re-identification is low, and thus does not constitute PHI. Additionally, a disclaimer will be added to the report that restricts re-identification.	Closed
2020 EIPCO	Evaluating the Impact of the COVID-19 Pandemic on Cancer in Ontario	PE	2020-07-28	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-POGODS A-01	Pediatric Oncology Group of Ontario (POGO) Additional Data Request	PE	2020-07-28	Senior Privacy Specialist	The current data sharing agreement (DSA) between POGO and OH does not include the additional Ontario Cancer Registry (OCR) and POGO data elements which POGO is seeking to collect from OH.	OH and POGO should amend the existing DSA between POGO and OH to include the AYA cohort data elements prior to the data collection.	Senior Privacy Specialist	2020-10-16	POGO DSA Amendment was executed which reflects OH's expanded collection and disclosure of the exchanged data between Ontario Health and POGO.	Closed

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2020-OAGOCO VID-01	Office of the Auditor General of Ontario (OAGO): Request for Ontario Labs Information System (OLIS) Data for COVID-19	PE	2020-08-04	Senior Privacy Specialist	All data provided to OAGO containing sensitive PHI must be securely destroyed after the work is completed and the data is no longer needed. Without secure destruction of the data and assurances from OAGO, there is a greater risk of mishandling of the data provided to OAGO.	OAGO to provide a certificate of destruction once they have securely destroyed the data provided by Ontario Health.	Senior Privacy Specialist	2020-10-17	OH provided privacy and security training to the auditors in addition to the requirement to sign an acknowledgment form. OAGO confirmed the data is de-identified and stored for 7 years before destroyed as per OAGO auditing standards and internal policy.	Closed
2020-OAGOCO VID-02	Office of the Auditor General of Ontario (OAGO): Request for Ontario Labs Information System (OLIS) Data for COVID-19	PE	2020-08-04	Senior Privacy Specialist	At the time of writing, OAGO members have not received the OH privacy and security training. Without privacy and security training, there is a lack of privacy and security awareness which may lead to a greater likelihood of mishandling sensitive PHI resulting in a privacy and/or security breach.	Prior to disclosure of OLIS data to OAGO, the OAGO members must complete the privacy and security training and sign the privacy and security acknowledgement form.	Senior Privacy Specialist	Q2 2020/21	OAGO completed privacy and security training and provided their signed acknowledgement forms. Senior Privacy Specialist filed the signed acknowledgement forms.	Closed
2020-YVMMFT-01	Your Voice Matters (YVM) collection via Managed File Transfer (MFT)	PE	2020-08-06	Senior Privacy Specialist	At the time of writing this PIA, the Funding Agreement does not reflect OH's collection of YVM data from the Regional Cancer Centres (RCCs) via MFT. In addition, the frequency of transfer will not be real time with MFT transfers as this transfer is a manual process.	OH should amend the Funding Agreement to reflect the collection of YVM data via MFT and also update the frequency of MFT collection accordingly.	Senior Privacy Specialist	2020-09-30	OH amended the Funding Agreement to reflect the collection of YVM data via MFT and also updated the frequency of MFT collection.	Closed
KHSC 2020	Kingston Health Sciences Centre (KHSC) ORN Indicators	PE	2020-08-10	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
IPSER 2020	Interim Program Scorecard Extract Report	PE	2020-08-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 HDIR	Home Dialysis Insights Report 2020	PE	2020-08-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 EQR	Endoscopist Quality Review	PE	2020-08-20	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 GCM	Goals of Care Measurement	PE	2020-09-01	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2020 ECD	Emergency Cancer Diagnosis	PE	2020-09-08	Privacy Specialist	The eCTAS Agreement is somewhat ambiguous with respect to OH's use and disclosure of eCTAS data for PE Purposes.	OH should amend the agreement with participant health information custodians (HICs) such that the DSA clearly permits the eCTAS data to be collected, used, and disclosed for general PE Purposes.	Senior Privacy Specialist	2022-07-06	A review of the eCTAS agreement with legal and the project team confirms that OH has authority to collect as a PE under the eCTAS agreement.	Closed
2020 IDSQP - RPDB	Internal Data Sharing of Quality-Based Procedure (QBP) Registered Persons Database (RPDB)	PE	2020-09-08	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 MCKC	Multi-Care Kidney Clinic Insights Report	PE	2020-09-23	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 CART-TPI	CAR T-cell Therapy Program – Post Treatment Patient Information	PE	2020-10-16	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 TAAM	Tobacco & Alcohol Attributable Mortality and Hospitalization for Chronic Diseases Report	PE	2020-10-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 KCR	Skin Cancer Repository (KCR)	PE	2020-10-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 HDI-CIHI	Home Dialysis Initiative – (CIHI Addendum)	PE	2020-10-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 HDI	Home Dialysis Initiative - sPIA	PE	2020-10-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 EBP	Evidence-Building Program: effectiveness of oxaliplatin	PE	2020-10-21	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 GRH	Grand River Hospital (GRH) Request Comparing Populations	PE	2020-10-22	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 DM	Disease Management	PE	2020-10-29	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2020 OAGO	Office of the Auditor General of Ontario (OAGO) Request - OTN VFM Audit	PE	2020-10-30	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 AREP	Aggregate Report for External Partners	PE	2020-11-13	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-TGLNDSA-01	Improvement to Living Donor Transplant Data Quality	PE	2020-11-17	Senior Privacy Specialist	The current TGLN data sharing Agreement (DSA) does not reflect TGLN data that is being requested by Ontario Health (ORN).	The TGLN-OH DSA should be amended to include additional PHI to be collected by OH, and restrictions on the use of the PHI for reporting should be reviewed and updated to align with the reporting requirements of OH.	Team Lead, Transplant	Q4 2020/21	DSA was amended and executed on February 23, 2021, as per recommendation	Closed
2020 ORN-EQ	Ontario Renal Network (ORN) Equity PIA	PE	2020-11-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 QUEENS	Queens DCCE 2020	PE	2020-12-01	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 CBCRP-EY	Case-by-Case Review Program Year End Reconciliation	PE	2020-12-09	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-MHA-01	Drug and Alcohol Treatment Information System (DATIS), Ontario Structured Psychotherapy (OSP), Analytics Data Hub	PE	2020-12-14	Senior Privacy Specialist	The Mental Health and Addictions (MHA) business unit has not finalized the reporting requirements when using DATIS and OSP PHI. There is a risk that MHA COE reports could be produced without a comprehensive privacy assessment. This could result in an unauthorized use or disclosure of PHI/PI.	The MHA COE must engage the Privacy Office throughout the design of the reports to ensure that privacy risks are addressed. Practice level reports may require additional privacy controls if they contain the personal information of physicians or other healthcare providers.	Director, MHA COE	2022-10-01	The MHA team has confirmed that they will engage the Privacy Office to review report templates prior to the disclosure of any reports that use DATIS and OSP PHI	Closed
2020 LUNG	Lung Validation	PE	2020-12-14	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-OHDP-04	The Ontario Health Data Platform (OHDP)	PE	2020-12-16	Privacy Manager	At time of writing the assessment, OH's anticipated disclosure of pseudonymized data for OHDP is not explained on OH's external website. There is a risk to transparency re: the disclosure of PHI without this information being made publicly available.	OH should post information regarding the disclosure of PHI to MOH's OHDP in a timely manner.	Senior Privacy and Legal Advisor	Q4 2021/22	Information on the disclosure of PHI by OH to the MOH's OHDP has been posted on the OH website.	Closed

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2020-OHDP-01	The Ontario Health Data Platform (OHDP)	PE	2020-12-16	Privacy Manager	OH's DSAs with its data partners include accountabilities that must be complied with when data is used and disclosed. While OH is in compliance with these obligations, there is a risk that these accountabilities will not be implemented once the data is disclosed to the OHDP-Q.	OH is working with the Ministry to ensure that accurate language is incorporated into the Ministry's OHDP Research Agreement to carry through the applicable accountabilities. OH must mitigate this risk prior to any researchers being granted access to the OHDP-Q.	Senior Privacy and Legal Advisor	Q2 2022/23	The Ministry is finalizing the Research Agreement template and will provide to OH for review to ensure that OH accountabilities with its data partners are carried through to the researchers.	Open
2020-NXSTAGE	NxStage sPIA 2020	PE	2020-12-17	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020-RPDB-01	The Ontario Health Data Platform COVID-19 (OHDP C-19): Increasing Frequency of RPDB Data Collection	PE	2020-12-18	Senior Privacy Specialist	The current CCO(OH)/MOHLTC Data Privacy Agreement for a Prescribed Entity only reflects the collection of RPDB data on quarterly basis however, RPDB data will need to be collected on a monthly basis to support OH projects. Additionally, the agreement should be updated to reflect the new method of collection.	OH and the Ministry of Health should amend the CCO(OH)/MOHLTC Data Privacy Agreement for a Prescribed Entity or formally reflect the change in frequency and method of collection in writing to reflect the monthly collection of RPDB data and the new method of collection (SFTP).	Privacy Manager and Legal Counsel	2021-10-31	The Ministry of Health and OH amended the PE agreement, to permit Ontario health to collect RPDB data on a monthly basis using SFTP as the method of collection.	Closed
2020-CAPE-02	CAPE Data Collection Expansion for PE Purposes	PE	2020-12-18	Senior Privacy Specialist	The CAPE data is currently listed in OH's Data Assets List under Prescribed Person but not reflected under Prescribed Entity.	OH should update the Data Assets List to include CAPE data under Prescribed Entity including:	Senior Privacy Specialist	Q4 2020/21	The Data Assets List was updated to reflect Ontario Health's collection of CAPE data for PE purposes.	Closed
2020-CAPE-01	CAPE Data Collection Expansion for Prescribed Entity Purposes	PE	2020-12-18	Senior Privacy Specialist	The Data Privacy Agreement for a Prescribed Entity with the Ministry of Health does not include all the data elements OH intends to collect listed under CAPE data	OH to amend the Data Privacy Agreement for a Prescribed Entity with the Ministry of Health to reflect OH's collection, use and disclosure of CAPE data for purposes consistent with its Prescribed Entity purposes.	Senior Privacy Specialist	2022-06-01	The Data Privacy Agreement for a Prescribed Entity between OH and the MOH has been updated to reflect the addition of the CAPE database and the relevant data elements that will be collected by OH from the MOH.	Closed
2020-Mammo-01	Mammography Review	PP	2020-12-18	Senior Privacy Specialist	At the time of writing this assessment, there is no agreement in place to govern the collection, use and disclosure of PHI between OH and the applicable hospitals. Without an agreement the accountabilities between the parties are unclear and may lead to mishandling of the PHI.	An agreement between OH, and applicable hospitals will need to be executed before this work can begin. The agreement should include the purpose and legal authority for collecting, using and disclosing PHI and the roles and responsibilities of the parties with respect to the handling of the PHI.	Director, Program Design and Implementation, Prevention & Cancer Control	2021-01-15	An agreement was executed as per the recommendation.	Closed

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2020-Mammo-02	Mammography Review	PP	2020-12-18	Senior Privacy Specialist	Radiologists will require access to PHI to complete this work. There is no agreement in place with the radiologists to govern the handling of PHI.	OH should ensure an agreement is in place with each radiologist that covers the scope of the work that will be required, and the agreement should include the terms of handling PHI as an agent of OH.	Director, Program Design and Implementation, Prevention & Cancer Control	Q4 2021/22	OH executed an agreement with each radiologist to cover the full scope of work that will be performed by the radiologist.	Closed
2020 RPDB	RPDB Transfer 2020	PE	2020-12-18	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 CKD_SM D	Chronic kidney disease (CKD) Surveillance Measure Development	PE	2020-12-21	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2020 CAPE-C	CAPE Collection	PE	2020-12-21	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 HPV	HPV Letter Testing	PE	2021-01-14	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 OICR-OHS	OICR OHS PIA	PE	2021-01-14	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 VCF	Virtual Care Funding sPIA	PE	2021-01-2	Senior Privacy Specialist	At the time of drafting of this assessment, the business unit has not identified which data linkages will be required for the Phase 2 evaluation project. There is a risk that these data linkages will not be logged and approved in accordance with OH's policies.	Prior to the start of Phase 2, the project team will need to contact the Privacy Team to provide a list of the data linkages that will be required for the evaluation.	Senior Privacy Specialist	Q1 2022/23	Business Unit provided Privacy Team with a list of the data linkages that will be performed with the PHI.	Closed
2021 COV-VAX-RN	COVID 19 Vaccinations in Renal	PE	2021-01-29	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 CMS	Comorbidity Score	PE	2021-01-28	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 IR-NETS	Interventional Radiology (IR) Neuroendocrine (NETS)	PE	2021-01-29	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 WTIS	Wait Time Information System (WTIS) Cloud Migration	PE	2021-02-01	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2021 COV-VAX-OH	COVID-19 Vaccination (COVaxON) data to Support OH Programs	PE	2021-02-04	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 POWER BI	Power BI Minimum Viable Product Initiative sPIA	PE	2021-02-17	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021-OHDP-01	The Ontario Health Data Platform (OHDP)	PE	2021-04-28	Senior Privacy and Legal Advisor	At the time of the assessment, OH does not have the legal authority to disclose COVID-19 Vaccine Solution (COVaxON) and Narcotics Monitoring System (NMS) pursuant to s. 18(11) of the PHIPA regulation as OH has not yet received the Request Letter from the Ministry compelling disclosure of COVaxON and NMS.	OH must ensure that it has received the Request Letter from the Ministry compelling the disclosure of COVaxON and NMS prior to OH disclosing these data assets to the OHDP-Q.	Senior Privacy and Legal Advisor	2021-05-04	OH received the Request Letter from the Ministry compelling the disclosure of COVaxON and NMS. This was received prior to the disclosure of these data assets to the Ministry.	Closed
2021-OHDP-02	The Ontario Health Data Platform (OHDP)	PE	2021-04-28	Senior Privacy and Legal Advisor	OH's data sharing agreements with its data partners include accountabilities that must be complied with when data is used and disclosed. While OH is in compliance with these obligations, there is a risk that these accountabilities will not be implemented once the data is disclosed to the OHDP.	OH should continue to work with the Ministry on a mechanism to mitigate this risk prior to any researchers accessing data assets that OH has disclosed to the OHDP.	Senior Privacy and Legal Advisor	Q4 2021/22	The Ministry has established the Ontario Health Data Council as its new governance model for the OHDP. The council will ensure MOH complies with accountabilities when they receive data from OH.	Closed
2021-OHDP-03	The Ontario Health Data Platform (OHDP)	PE	2021-04-28	Senior Privacy and Legal Advisor	The Ministry is in the process of developing a new governance model for the OHDP. As OH does not have visibility into the details at this time, the division of responsibilities and accountabilities related to the OHDP are unclear.	OH should continue to monitor the Ministry's progress in developing the new governance model for the OHDP and take steps to ensure that OH has visibility and involvement in key decision-making that impacts OH's privacy obligations.	Senior Privacy and Legal Advisor	Q4 2021/22	The Ministry has established the Ontario Health Data Council as its new governance model for the OHDP.	Closed
2021-OHDP-04	The Ontario Health Data Platform (OHDP)	PE	2021-04-28	Senior Privacy and Legal Advisor	The COVID-19 Vaccine Solution- (COVaxON) data elements are subject to change and therefore present a risk that if the data elements are not reviewed on a regular basis that direct identifiers or data elements that specifically identify Indigenous individuals may be disclosed to the OHDP.	OH should establish weekly meetings for OH to review any updates to the data elements to ensure that OH does not disclose any direct identifiers or data elements that specifically identify Indigenous individuals to the OHDP.	Senior Privacy and Legal Advisor	Q4 2021/22	Weekly meetings have been established to review updates to the data elements to ensure that OH does not disclose any direct identifiers or data elements that specifically identify Indigenous individuals to the OHDP-Q.	Closed

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2021-OHDP-05	The Ontario Health Data Platform (OHDP)	PE	2021-04-28	Senior Privacy and Legal Advisor	OH's anticipated disclosure of COVID-19 Vaccine Solution (COVaxON) and Narcotics Monitoring System (NMS) is not yet explained on OH's external website.	Upon receipt of the Request Letter from the Minister that includes COVaxON and NMS, and once the data is ready to be transferred to the OHDP-Q, OH should ensure that COVaxON and NMS data held by OH as a PE is being disclosed to the Ministry to support the OHDP is published on its website.	Senior Privacy and Legal Advisor	2021-04-30	COVaxON and NMS information is published on the OH website.	Closed
2021-ADH-01	Analytics Data Hub (ADH) Seeding Phase PIA	PE	2021-05-05	Senior Privacy Specialist	The ADH Breach Management Playbook is a new document and OH staff may not be familiar with the breach management responsibilities assigned to them through the Playbook	Drafting of the ADH Playbook should be completed and training should be developed and delivered that clearly defines the obligations, roles and responsibilities within the Playbook.	Director, Digital Strategy, Architecture and Information Security, Operations and Service Management	Q1 2021/22	All OH employees receive training on privacy breach management during onboarding and annually thereafter. The privacy breach management process covered in the OH privacy training is consistent with the ADH Breach Management Playbook.	Closed
2021-ADH-02	Analytics Data Hub Seeding Phase PIA	PE	2021-05-05	Senior Privacy Specialist	There is a risk that PHI could be retained for longer than necessary to fulfill a business purpose in the transient Team Zone of the ADH.	OH should develop a standard operating procedure (SOP) that requires a retention period to be assigned to records of PHI in the Team Zone and that outlines the steps to be taken to destroy those records of PHI when they are no longer required to meet a business purpose.	Director, Enterprise Data and Acquisition Services (EDAS)	Q2 2022/23	Retention procedures are under review.	Open
2021-LABNET	sPIA_Lab Network	PE	2021-05-27	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021-ORN-ICES	sPIA ORN and Further Data Disclosure to ICES	PE	2021-07-06	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021-CCM-01	Case and Contact Management system (CCM)	PE	2021-07-29	Senior Privacy Specialist	OH has not yet updated the Data Asset and Statement of Purpose List to reflect the anticipated collection of CCM data.	OH should update the Data Asset and Statement of Purpose List to include CCM data holding.	Director, Data Services, Analytics & Informatics	2021-08-10	The Data Asset and Statement of Purpose List has been updated to include CCM data holding.	Closed

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2021-CCM-02	Case and Contact Management system (CCM)	PE	2021-07-29	Senior Privacy Specialist	OH's data sharing agreement, to collect CCM data from MOH includes additional approval requirements with respect to race-based data elements. OH staff who are approved to use the CCM data may not be aware of the approval requirements for the race-based data elements.	OH should document the approval requirements for CCM data and append these requirements to the applicable DSA.	Director, Data Services, Analytics & Informatics	2021-12-07	OH entered into a letter agreement with the MOH that outlines the approval requirements for CCM race-based data. The letter was scanned and attached to the DSA amendment for CCM data.	Closed
2021 DATAMA RT 2	Evaluation and Reporting Data Mart2_PIA Addendum v1.0	PE	2021-08-23	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 OHDP	Phase 0, Staging Area, Ontario Health (Cancer Care Ontario) Confidential PIA Addendum 1: Updated to include CCM	PE	2021-09-09	Privacy Manager	At the time of writing this updated Addendum 1, confirmation of OH's disclosure of Case and Contact Management (CCM) data has not yet been posted to OH's external website.	Once the CCM data is ready to be transferred to the OHDP, OH should post this information to its website.	Group Manager, Data Acquisition, Use & Disclosure, Enterprise Data & Analytics Services	Q4 2021/22	CCM information has been published on the OH website.	Closed
2021 DCCE	Queens DCCE 2021	PE	2021-10-11	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 ALFM	Acute Leukemia Funding Model Refresh	PE	2021-10-11	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 MCKCR	Multi-Care Kidney Clinic Insights Report (MCKC) 2021 sPIA	PE	2021-11-04	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 AML	sPIA_Azure Machine Learning	PE	2021-11-05	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 ERDM2-EXP	sPIA_ERDM2 Expansion - Screening Pathology Dataset	PE	2021-11-22	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2021 HDIR	Home Dialysis Insights Report 2021	PE	2021-12-13	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2022 ERDM2-ICMS-01	Evaluation and Reporting Data Mart 2 (ERDM) Breast Density Integrated Client Management System (ICMS) integration – Amendment to ERDM2 PIA	PP	2022-02-03	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 DDS	Data and Decision Sciences Machine Learning Tenancy in Analytics Data Hub (DDS ML sPIA)	PE	2022-02-04	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 COVID-VAC	sPIA - COVID 19 Vaccinations in Renal (includes CCM) 2022	PE	2022-02-07	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 HNAP	sPIA_Hip and Knee Arthritis Program Wait 1 Project v0.2	PE	2022-02-22	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 COVID-Dial	Dialysis COVID-19 Data March 2022	PE	2020-04-20 Revised: 2022-03-04	Senior Privacy Specialist	There is a risk that OH will disclose aggregate reports containing information for which it is reasonably foreseeable in the circumstances that it could be utilized, either alone or with other information, to identify the individual.	<ul style="list-style-type: none"> Limit access to the reports to only ORN staff and Regional Renal Programs Include disclaimers on the aggregate reports that restrict re-identification. Engage Security to implement reasonable access controls. Review the final report templates with the Privacy Office prior to disclosure to determine if any additional de-identification techniques can be applied to the report. 	Senior Privacy Specialist	2021-11-20	<ul style="list-style-type: none"> Access is only provisioned to ORN staff and Regional Renal Programs A disclaimer was included to restrict re-identification. Security was engaged to ensure appropriate controls were implemented. Privacy Office reviewed the report template to ensure appropriate de-identification techniques were applied. 	Closed
2022 RPDB-2022-01	RPDB Transfer	PE	2022-03-14	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A

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2022 CBCRP-eClaims	Case-by-Case Review Program (CBCRP) transition to eClaims	PE	2022-03-29	Senior Privacy Specialist	It is not clear at the time of writing this assessment if a current security review has been completed on the integration of CBCRP into the eClaims solution – Phase 1.	It is recommended that OH confirm that a security assessment has been completed on CBCRP and ensure the recommendations are implemented in accordance with OH Security policies and procedures.	CBCRP Project Manager	Q1 2022/23	It was confirmed that a security assessment was completed, and all risks were addressed.	Closed
2022 ORN-LR	sPIA Ontario Renal Network (ORN) Lakeridge	PE	2022-04-14	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022-NDFP-01	Carfilzomib Data Sharing with Ministry of Health	PE	2022-04-19	Senior Privacy Specialist	The data elements to be transferred to the MOH contain dates that have not been de-identified in accordance with the OH Data De-identification Guideline.	It is recommended that OH further de-identify the data prior to transferring the data set.	Senior Privacy Specialist	Q1 2022/23	The Business Unit has confirmed that they will apply the recommended de-identification techniques prior to disclosure of the data set.	Closed
2022-NDFP-02	Carfilzomib Data Sharing with Ministry of Health	PE	2022-04-19	Senior Privacy Specialist	A De-identification Agreement has not been executed between OH and the MOH in respect of the Carfilzomib data transfer to prevent the MOH from re-identifying the patients associated with the dataset.	It is recommended that OH execute a De-identification Agreement with the MOH in respect of the Carfilzomib de-identified data transfer that restricts the MOH from attempting to re-identify the data.	Senior Privacy Specialist	2022-09-30 (prior to go-live)	OH is in the process of executing a De-identification Agreement with the MOH prior to the data being transferred.	Open
2022 PCTB	Pan-Canadian Trastuzumab Biosimilar sPIA	PE	2022-04-19	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 FSA	sPIA Forward Sortation Area (FSA) reporting dashboard sharing	PE	2022-04-26	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 DCCE	Queens DCCE 2022	PE	2022-06-06	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
HSIP-01	Health System Insights Platform	PE	2022-06-21	Senior Privacy Specialist	It may not be clear to hospital users that OH is using PHI that was collected by OH as a PE for the purpose of producing the Health System Insights Platform aggregate dashboards	OH should amend its existing agreements / letters to hospitals to further clarify OH's authority to use PHI as a PE in respect of the Health System Insights Platform. No PHI is made available to users of the Health System Insights Platform.	Senior Privacy Specialist	2022-12-31	OH is revising existing agreements and program materials to further clarify OH's use of PHI to create the Health System Insights Platform.	Open
2022 HSIP-02	Health System Insights Platform	PE	2022-06-21	Senior Privacy Specialist	Without a security review completed, there is a risk that Azure Synapse and Power BI may contain security vulnerabilities that could compromise databases containing PHI.	A security assessment should be completed to confirm that no security risk exists with using Power BI and Azure Synapse.	Senior Privacy Specialist	2022-06-21	The security assessment was completed on Azure Synapse and the Power BI application.	Closed

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing / ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2022 HSIP-03	Health System Insights Platform	PE	2022-06-21	Senior Privacy Specialist	At the time of the drafting of this assessment, the list of data elements that will be included in the dashboard has not been finalized. There is a risk that the final data elements could constitute PI or PHI and would be subject to disclosure restrictions or could result in a privacy breach.	The project team will make a list of data elements/indicators that will appear in the dashboard for the Privacy Team to review to ensure they do not constitute PI or PHI.	Senior Privacy Specialist	2022-06-21	The list of elements/indicators has been reviewed by OH Privacy, and it is confirmed that no PI/PHI will appear in the dashboard report.	Closed
2022-SCDR-MHA-01	Smile CDR Mental Health and Addictions (MHA) & Central Waitlist Management (CWM) PIA	PE	2022-06-31	Senior Privacy Specialist	It is unclear how long the audit logs must be retained.	OH should define clear log retention requirements.	Senior Privacy Specialist	Q2 2022/23	Short term: The retention period for the MHA Smile CDR System log has now been configured. Long Term: OH will review and update its policies to ensure the retention period requirement is defined.	Open
2022-SCDR-MHA-02	Smile CDR Mental Health and Addictions (MHA) & Central Waitlist Management (CWM) PIA	PE	2022-06-31	Senior Privacy Specialist	Since the Smile CDR Request for Proposal did not explicitly include the MHA and CWM eReferral projects in its scope, and no Statement of Work (SOW) pertaining to these projects have yet been developed, it is unclear which components of the MHA and CWM eReferral Smile CDR implementations will be managed by third-party vendors. Confusion around operational roles and responsibilities increases the risk of a privacy breach.	<ul style="list-style-type: none"> •SOWs should clarify roles and responsibilities. •The division of responsibilities should be clearly documented. •The OH Privacy Office should review and provide feedback on the contents of any SOWs and SLAs •The Privacy Office should assess the vendors' privacy and security practices. 	Senior Privacy Specialist	2022-10-31	Risks are expected to be addressed as per recommendation, prior to go-live.	Open
2022 OHTAM	Ontario Health Team Attribution Methodology	PE	2022-06-31	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 HCCM	Home and Community Care Modernization Project	PE	2022-06-31	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022-QTOOL	Live Surgeon-Queue Tool sPIA	PI	2022-06-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 SLZFIT	Sioux Lookout Zone (SLZ) Fecal Immunochemical Test (FIT) testing changes Phase 1	PE	2022-06-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing / ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2022 WTIS SETP	Wait Times Information System (WTIS) Surgical Efficiency Targets Program (SETP) Access to Care (ATC) Analytics Data Hub (ADH) Tenancy	PE	2022-06-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 eCTAS ADH	eCTAS Analytics Data Hub (ADH) sPIA	PE	2022-06-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 SARA	Strategic Analytics Recovery Amendment	PE	2022-06-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 BDNP-HUB	Breast Density Notification Project HUB integration – Amendment to Breast Density Notification Project	PE	2022-06-31	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
CARDCO 2022	Cardiology Co-tenancy PIA addendum PIA	PE	2022-06-31	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 HPB-TCSR	The impact of HPB and Thoracic Cancer Surgery Regionalization on Patient Outcomes	PE	2022-07-11	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 eREFROP	eReferral Repository PIA	PE	2022-07-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022-CPSO	College of Physicians and Surgeons of Ontario (CPSO) DSA for Colposcopy / Colonoscopy sPIA	PE	2022-07-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 ORN SCRC	Ontario Renal Network (ORN) Scorecard	PE	2022-07-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 FLT	French Letter Testing	PE	2022-07-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing / ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
PAXV 2022	Paxlovid Data Collection sPIA	PE	2022-07-31	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
2022 PMHS	PMH Data Collection Through MFT sPIA	PE	2022-08-02	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
VBS - OHT 2022	Value Based Care – OHT Data Packages, Census and Demographics	PE	2022-08-11	Senior Privacy Specialist	None	N/A	N/A	N/A	N/A	None
2022 MHA-PDS	MHA PDS Submissions (OH CBI LPR) sPIA	PE	2022-08-12	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
SPCM 2022	StagePath Cloud Migration Privacy Review	PE	2022-08-16	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
ORN-VCS 2022	Ontario Renal Network (ORN) Virtual Care Survey sPIA	PE	2022-08-17	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
CMH 2022	Complex Malignant Hematology	PE	2022-08-24	Senior Privacy Specialist	None	N/A	N/A	N/A	N/A	None
2022 PET-eTOOL	PET Scans Ontario – Out-of-Province Physician Access to eTool	PE	2022-09-30	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 IHF-RP	Independent Health Facilities (IHF) Renal Reporting	PE	2022-09-30	Senior Privacy Specialist	None	None	N/A	N/A	N/A	N/A
CADTH 2022	CADTH Post-Market Drug Evaluation sPIA	PE	2022-09-30	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
OOC-OOP-SCT 2022	Out-of-Province/Out-of-Country Stem Cell Therapy Initiative Reactivation	PE	2022-09-30	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
PET SCAN 2022	Positron Emission Tomography (PET) Scan Program PIA - Refresh	PE	2022-09-30	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing / ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
SAS 2022	Statistical Analysis System (SAS) Viya	PE	2022-09-30	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2022 FNSRS	First Nations Cancer Research and Surveillance sPIA	PE	2022-11-31	Senior Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Appendix D (2) – Log of PIAs Not Required

Project	Nature of Change & including, a Description of Change to CCO's Data Holdings, Information Systems, Technologies or Programs in relation to PHI	Reason a PIA was not Required
ORN analysis with ICES	Only aggregate, non-PHI data was being collected by OH for this project.	sPIA was not required as OH is not handling PHI for this project.
Person Centered Care – Symptom Management.	HICs provides symptom support to cancer patients undergoing systemic, radiation and malignant hematology treatments across the province. The Business Unit (BU) confirmed that there were no PHI reporting requirements as part of this project.	sPIA was not required since no PHI is being collected, used, disclosed or otherwise dealt with.
ORN Goals of Care Status Report Template Survey	The purpose of collecting this information is to better understand the local implementation of the Goals of Care initiative. OH is not collecting PHI.	sPIA was not required as no PHI was being collected
ConnexOntario Data Collection	ConnexOntario is no longer collecting PHI but the data collected from Mental Health and Addictions (MHA) Provincial Data Set (PDS) Submissions will be linked to ConnexOntario to create better reporting.	ConnexOntario is no longer collecting PHI.
Ontario Renal Reporting System (ORRS) Bulk Address Update	This project would see OH update patient addresses on behalf of all participating renal centers.	The project has been cancelled.

Appendix D (3) – Log of PIAs Reviewed

PIA Reviewed	Description of Amendments
Drug and Alcohol Treatment Information System (DATIS) Ontario Structured Psychotherapy (OSP) Data Acquisition, June 8, 2022	sPIA revised to include new language regarding contractual arrangement
Covid Acute Dialysis Data Collection, March 4, 2022	sPIA revised to include new data collection from Health Information Custodians
Covid 19 Vaccination Data Collection, February 7, 2022	sPIA was revised to account for the use of additional data
Positron Emission Tomography (PET) and Pediatric Oncology Group of Ontario (POGO) data transfer	sPIA was revised to account for amendments to data sharing agreement.

Appendix E – Privacy Audit Log

Audit ID	Nature & Type of the Privacy Audit Conducted	Date that the Privacy Audit was Completed	Agent(s) responsible for completing the Privacy Audit	Recommendations arising from the Privacy Audit	Agent(s) responsible for addressing each Recommendation	Date that each Recommendation was or is expected to be addressed	The manner in which each Recommendation was or is expected to be addressed
IDAR-2020	PHI Access Audit: Review of all OH users granted access to PHI located on legacy CCO(OH)'s secure network drive (H: Drive) and/or IT solution through CCO(OH)'s Internal Data Access Request (IDAR) Procedure.	February 25, 2020	Privacy Office	Users who no longer required access to PHI should have their access revoked.	IT Operations and IT Service Management Team	– February 2020	Users no longer requiring access to PHI had their access manually decommissioned.
IDAR-2021	PHI Access Audit: Review of all CCO(OH) users granted access to PHI located on CCO(OH)'s secure network drive (H: Drive) and/or IT solution through CCO(OH)'s Internal Data Access Request (IDAR) Procedure.	July 31, 2021	Enterprise Data and Analytic Services	Users who no longer required access to PHI should have their access revoked.	IT Operations and IT Service Management Team	Q4 of 2020/2021 - complete	Users no longer requiring access to PHI had their access manually decommissioned.
IDAR-2022	PHI Access Audit: Review of all users granted access to PHI located on CCO(OH)'s secure network drive (H: Drive) and/or IT solution through OH's Internal Data Access Request (IDAR) Procedure.	July 31, 2022	Enterprise Data and Analytic Services	Users who no longer required access to PHI should have their access revoked.	IT Operations and IT Service Management Team	July 2022 – complete	Users no longer requiring access to PHI had their access manually decommissioned.
PROC-2020	Privacy Audit of Procurements Audit of procurements at OH to verify that procurements involving PI/PHI were correctly identified and recorded, and then privacy review occurred. The purpose of the audit was to assess compliance to privacy policy, procedures, and practices.	Monthly from March 2021 to present.	Privacy Office	None	N/A	N/A	N/A
PST-2022	Audit of Privacy and Security Training Review of Privacy and Security Training completion logs to verify agents enrolled in courses have completed training.	June 30, 2022	Privacy Office	During the review, it was identified that not all OH agents who were enrolled in privacy and security training in 2021 and 2020 had completed the training. It is recommended that Human Resources review and update training processes to ensure all OH agents enrolled in the privacy and security training courses for 2022 complete the required training.	Human Resources Team	September 1, 2022	Training process has been reviewed to ensure all OH agents complete the 2022 Privacy and Security Training courses. The 2022 Privacy and Security training campaign is currently in progress and is expected to be completed on Sept. 1, 2022.

Audit ID	Nature & Type of the Privacy Audit Conducted	Date that the Privacy Audit was Completed	Agent(s) responsible for completing the Privacy Audit	Recommendations arising from the Privacy Audit	Agent(s) responsible for addressing each Recommendation	Date that each Recommendation was or is expected to be addressed	The manner in which each Recommendation was or is expected to be addressed
PST-2022	Audit of Confidentiality Agreements Review of completed confidentiality agreement records to verify new OH agents have acknowledged and agreed to the terms of the OH Confidentiality Agreement.	June 30, 2022	Privacy Office	During the review, it was identified that due to changes in the onboarding process from legacy CCO(OH) to OH, not all individuals being hired by OH were signing the required OH Confidentiality Agreement. It is recommended that Human Resources deploy the OH confidentiality agreement to all OH agents for 2022, and review and update the onboarding process to ensure new hires complete the OH Confidentiality Agreement.	Human Resources Team	September 1, 2022	The onboarding process has been revised to ensure that all new hires sign the OH Confidentiality Agreement. Additionally, the OH Confidentiality Agreement has been deployed to all OH Agents as part of the privacy and training campaign, that is targeted to be complete by September 1, 2022.
ADH-2022	PHI Access Audit: Review of all OH users granted access to PHI located on Analytic Data Hub	February 15, 2022	Product Management and Delivery	N/A	N/A	N/A	N/A
OPCN-2019	PHI Access Audit: Review of all OH users granted access to PHI located on OPCN Repository	December 18, 2019	Enterprise Data Services	N/A	N/A	N/A	N/A
OPCN-2020	PHI Access Audit: Review of all OH users granted access to PHI located on OPCN Repository	June 29, 2020	Data Asset Management	N/A	N/A	N/A	N/A
ADH-2020	PHI Access Audit: Review of all OH users granted access to PHI located on Analytic Data Hub	December 9, 2020	Product Management and Delivery	N/A	N/A	N/A	N/A

Appendix F(1) – Privacy Breach Log

Prescribed Entity

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HICs/Other Orgs	Recommendations	Manner in which Recommendations were Addressed	Date Recommendation Complete or Proposed to be Complete	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt Notified	Agent to Conduct Investigation
1	29-Jun-20	29-Jun-20	External	Policy	Passive (email)	Diagnosis and treatment information, patient name and date of birth	Hospital sent email to OH employee containing an attachment with PHI in an attempt to resolve an error message. PHI is not required to troubleshoot error messages.	29-Jun-20	OH employee contacted hospital to notify of the breach and instructed hospital to delete email. Email was deleted from OH's Informatics mailbox and deleted items folders.	29-Jun-20	No further recommendations were made since breach of policy not expected to reoccur.	N/A	N/A	29-Jun-20	21-Aug-20	N/A	Senior Privacy Specialist
2	18-Aug-20	18-Aug-20	External	Policy	Passive (email)	Patient triage record	Hospital identified a triage record discrepancy in the eCTAS application and emailed screenshot of patient's triage record to OH. Screenshot contained PHI describing patient's emergency department visit.	18-Aug-20	OH notified hospital of the breach. Hospital was instructed to delete email from sent folder. OH deleted email from eCTAS inbox and deleted items folders.	18-Aug-20	No further recommendations were made. Hospital was reminded not to email screenshots containing PHI. Incident is not expected to reoccur.	N/A	N/A	18-Aug-20	18-Aug-20	N/A	Senior Privacy Specialist
3	09-Feb-21	09-Feb-21	External	Policy	Passive (email)	Patient name and health card number	PET inbox was copied on an email containing PHI	09-Feb-21	Responded to email and reminded not to send PHI submission via email. Asked everyone on the email thread to delete email.	09-Feb-21	Ensure emails are deleted and remind sender about inappropriate sending of PHI	Sender was reminded not to send PHI via email. All copies of email were deleted	09-Feb-21	09-Feb-21	09-Feb-21	N/A	Privacy Specialist
4	06-Dec-21	06-Dec-21	External	Policy	Passive	Patient names, dates of birth, specimen numbers, accession numbers	Employee from an external organization sent PHI on 11 patients via email attachment to attempt to resolve a discrepancy with a pathology indicators report.	06-Dec-21	Email recipient deleted email from inbox and from deleted items. Also asked sender to do the same. Recipient transferred the attachment to the H: drive as the proper repository for PHI.	06-Dec-21	Privacy Office will convey to recipient that in future such troubleshooting should be done over the phone.	Email to recipient.	06-Dec-21	06-Dec-21	14-Dec-21	N/A	Senior Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HICs/Other Orgs	Recommendations	Manner in which Recommendations were Addressed	Date Recommendation Complete or Proposed to be Complete	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt Notified	Agent to Conduct Investigation
5	16-Feb-22	16-Feb-22	External	Policy	Passive (email)	Names, health card number, scan accession IDs, PET Centre Info and referring physician's name	PET Access Program received PET Scan Report from hospital via email which included PHI.	02-Mar-22	PET Analysts informed email sender and all recipients copied on the email to hard delete the email.	02-Mar-22	Recommended the PET Access Program use OH approved secure data transfer methods such as MFT to transfer PHI between the PET Access Program.	Program will communicate with the PET Centers on the proper OH - approved methods to send documents that contain PHI avoid using fax.	10-Mar-22	02-Mar-22	08-Mar-22	N/A	Senior Privacy Specialist
6	23-Mar-20	23-Mar-20	Internal	Policy	Unsecure Storage	Patient names and health insurance numbers	Excel workbook containing PHI (names, HINs) was saved into a folder on the P:/drive instead of H:/drive, which is designated for PHI.	24-Mar-20	Tabs that contained PHI were deleted from the workbook.	24-Mar-20	No recommendations made since policy breach was a one-time occurrence. OH staff members involved are aware that PHI must not be retained on the P:/drive.	N/A	N/A	23-Mar-20	24-Mar-20	N/A	Senior Privacy Specialist
7	15-Jul-20	15-Jul-20	Internal	Policy	Passive (email)	Patient procedure, treatment and diagnosis information	Report containing open surgery and DI cases for a hospital (including PHI) were emailed internally in error. Report was part of migration/merger activities for the hospital to cross-check wait list times.	15-Jul-20	All OH staff confirmed email was deleted from their inboxes and deleted items folders	15-Jul-20	N/A	N/A	N/A	15-Jul-20	15-Jul-20	N/A	Senior Privacy Specialist
8	29-Oct-20	02-Nov-20	Internal	Policy	Unauthorized Access	Full name and age (not date of birth)	PHI received from Contact Centre and was shared with OH HR LCSP (not part of OH prescribed registry)	09-Nov-20	All recipients were contacted and confirmed the file was deleted.	02-Nov-20	HR LCSP and Contact Centre was reminded that PHI for HR LCSP should not be collected directly from individuals for PR purposes.	HR LCSP instructed not to collect PHI directly from individuals. Contact Centre reminded PHI for HR LCSP should not be collected directly from individuals.	09-Nov-20	02-Nov-20	09-Nov-20	N/A	Senior Privacy Specialist
9	07-Dec-20	07-Dec-20	Internal	Policy	PHI Sent by Email	Patient names	OH Sr. Analyst sent email to 2 OH employees to help identify and resolve a bug in the Wait Time Information System. Email contained a screen shot with 5 patient names	07-Dec-20	All 3 OH staff members deleted the email from their inbox and delete items folders.	07-Dec-20	N/A - OH staff member who sent the email recognized the error and is aware of OH's information security policies	N/A	N/A	07-Dec-20	07-Dec-20	N/A	Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HICs/Other Orgs	Recommendations	Manner in which Recommendations were Addressed	Date Recommendation Complete or Proposed to be Complete	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt Notified	Agent to Conduct Investigation
10	24-Feb-21	24-Feb-21	Internal	Policy	Passive (email)	Patient name and date of birth	Email with PHI sent to PET Program	24-Feb-21	All versions of email were deleted, and sender was notified not to send PHI via email	24-Feb-21	Delete all emails and inform sender that PHI should not be sent via email	All emails were deleted from all folders and sender was informed about the policy breach.	24-Feb-21	24-Feb-21	24-Feb-21	N/A	Privacy Specialist
11	31-Mar-21	30-Nov-21	Internal	Policy	Unauthorized Collection; Breach of Agreement	Client treatment and wait times information	Agreement with Hospital to share wait time data lapsed without OH or Hospital realizing.	02-Mar-22	New agreement was executed, data sharing was not impacted	02-Mar-22	None - source of error is likely due to transition between CCO and creation of OH. Centrally tracked agreement system at OH will mitigate similar errors in the future	Already implemented	N/A	30-Nov-21	03-Mar-22	N/A	Senior Privacy Specialist
12	04-Mar-22	04-Mar-22	Internal	Policy	Passive (email)	Patient surname	OH Helpdesk received an external email from a hospital employee that contained a patient's surname.	04-Mar-22	OH helpdesk employee informed all internal OH recipients of the email to delete the email. Received confirmation from all recipients that ticket was hard deleted.	04-Mar-22	N/A	N/A	N/A	04-Mar-22	11-Mar-22	N/A	Senior Privacy Specialist
1	08-Nov-19	11-Nov-19	External	Privacy	Passive (email)	Health Services	Hospital sent email to OH which contained PHI. Email was forwarded internally within OH.	12-Nov-19	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	N/A	No additional recommendations were required since the business unit took corrective action as part of the containment measures.	N/A	N/A	12-Nov-19	12-Nov-19	N/A	Privacy Manager
2	18-Nov-19	18-Nov-19	External	Privacy	Passive (email)	Health Services, Population & Demographics	PHI data was contained in an email in an effort to resolve discrepancies for systemic treatment cases.	18-Nov-19	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	18-Nov-19	No additional recommendations were required since the business unit took corrective action as part of the containment measures.	N/A	N/A	18-Nov-19	18-Nov-19	N/A	Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HICs/Other Orgs	Recommendations	Manner in which Recommendations were Addressed	Date Recommendation Complete or Proposed to be Complete	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt. Notified	Agent to Conduct Investigation
3	25-Nov-19	26-Nov-19	External	Privacy	Passive (email)	Patient name and date of birth	PHI was emailed to PET Scans Ontario shared inbox from a hospital.	26-Nov-19	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	26-Nov-19	N/A	N/A	N/A	26-Nov-19	26-Nov-19	N/A	Privacy Specialist
4	05-Dec-19	05-Dec-19	External	Privacy	Passive (email)	Health Services	Hospital sent email to OH which contained PHI.	05-Dec-19	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	05-Dec-19	No additional recommendations were required since the business unit took corrective action as part of the containment measures.	N/A	N/A	05-Dec-19	05-Dec-19	N/A	Privacy Manager
5	16-Dec-19	16-Dec-19	External	Privacy	Passive (email)	Patient name and health card number	Hospital sent email to OH which contained PHI.	16-Dec-19	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	19-Dec-19	N/A	N/A	N/A	16-Dec-19	19-Dec-19	N/A	Senior Privacy Specialist
6	09-Jan-20	09-Jan-20	External	Privacy	Passive (email)	Patient name and gender	Hospital sent an email to eCTAS@cansercare.on.ca requesting assistance with a patient that had been incorrectly triaged. PHI including patient name and gender were included in the email.	09-Jan-20	Email was deleted from the support desk inbox. Sender reminded not to send PHI via email to troubleshoot an issue.	09-Jan-20	N/A	N/A	N/A	09-Jan-20	09-Jan-20	N/A	Senior Privacy Specialist
7	25-Feb-20	25-Feb-20	External	Privacy	Passive (email)	Patient name and health card number	Hospital sent an email to OH containing name and HCN.	25-Feb-20	Email recipients confirmed email was deleted from inbox and deleted items folder. Sender was reminded OH does not accept PHI via email	25-Feb-20	N/A - Result of human error.	N/A	N/A	25-Feb-20	25-Feb-20	N/A	Senior Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HICS/Other Orgs	Recommendations	Manner in which Recommendations were Addressed	Date Recommendation Complete or Proposed to be Complete	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt Notified	Agent to Conduct Investigation
8	28-Feb-20	28-Feb-20	External	Privacy	Passive (email)	Patient name and health card number	Hospital employee directly emailed their IDC-IRT (containing PHI) to OH, which contained name and HCN.	28-Feb-20	Email was deleted from all inboxes and deleted items folders. Sender was advised not to send PHI via email and send the file via MFT.	28-Feb-2020	N/A	N/A	N/A	28-Feb-20	03-Mar-20	N/A	Senior Privacy Specialist
9	06-Mar-20	09-Mar-20	External	Privacy	Passive (email)	Patient name	PHI (patient name) was emailed to the shared OH PET Scans Ontario inbox.	09-Mar-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	9-Mar-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures	N/A	N/A	09-Mar-20	09-Mar-20	N/A	Senior Privacy Specialist
10	24-Mar-20	24-Mar-20	External	Privacy	Passive (email)	Patient name and date of birth	PHI (patient name and DOB) was emailed to OH PET Scans Ontario shared inbox by the patient.	24-Mar-20	Email was deleted from all inboxes and deleted items folders. Individual was advised not to send PHI via email.	24-Mar-20	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	24-Mar-20	24-Mar-20	N/A	Senior Privacy Specialist
11	09-Apr-20	09-Apr-20	External	Privacy	Passive (email)	Patient name and MRN	PHI (patient name, MRN and attachment) was emailed to the OH PET Scans Ontario shared inbox.	09-Apr-20	Email was deleted from all inboxes and deleted items folders at OH and from the individual who sent it. Individual was advised not to send PHI via email.	09-Apr-20	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measures.	N/A	N/A	09-Apr-20	09-Apr-20	N/A	Senior Privacy Specialist
12	25-Mar-20	14-Apr-20	External	Privacy	Passive (email)	Patient name	Hospital employee sent an email to OH which contained PHI.	14-Apr-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital. Hospital was advised not to send PHI via email.	14-Apr-20	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measure.	N/A	N/A	14-Apr-20	14-Apr-20	N/A	Senior Privacy Specialist

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13	01-May-20	04-May-20	External	Privacy	Unauthorized Disclosure	Patient name, prior medical condition information	Patient Contact Study invitation package was sent to eligible patient's old address and opened by unauthorized family member. Letter contained high level study eligibility criteria.	08-May-20	Patient contact information was removed from Research Database and patient withdrawn from research study.	N/A	Research Office should contact patient to obtain new contact information	N/A. Multiple attempts to contact patient were unsuccessful.	N/A	04-May-20	11-May-20	N/A	Privacy Manager
14	06-May-20	06-May-20	External	Privacy	Passive (email)	Patient name and MRN	Hospital sent email to OH which contained PHI.	06-May-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	7-May-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures	N/A	N/A	06-May-20	07-May-20	N/A	Senior Privacy Specialist
15	08-May-20	08-May-20	External	Privacy	Passive (email)	Patient OHIP number	Email received by OH containing patient OHIP number	08-May-20	Recipient deleted email from inbox and deleted items folder. Sender advised emails contained PHI and receipt of PHI via email is against OH Policy.	08-May-20	No additional recommendations required since OH OH business unit took corrective action as part of the containment measures.	N/A	N/A	08-May-20	08-May-20	N/A	Senior Specialist
16	24-Jun-20	24-Jun-20	External	Privacy	Passive (email)	PET access application and supporting documents	Patient sent email to OH which contained PHI.	24-Jun-20	Email was deleted from all inboxes and deleted items folders at OH. Patient was advised not to send PHI via email and to discuss with their doctor.	25-Jun-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures	N/A	N/A	24-Jun-20	25-Jun-20	N/A	Senior Privacy Specialist
17	13-Aug-20	13-Aug-20	External	Privacy	Passive (email)	case information including patient health card numbers	Hospital sent email with an attachment containing Health Insurance Numbers (HINs) to the Planning and Regional Programs inbox.	13-Aug-20	Sender was asked to delete email and reminded not to send PHI via email. OH deleted the email from inbox.	13-Aug-20	No additional recommendations required. Sender was reminded not to email PHI as part of containment measures	N/A	N/A	13-Aug-20	13-Aug-20	N/A	Senior Privacy Specialist

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18	25-Aug-20	25-Aug-20	External	Privacy	Passive (email)	Patient name, date of birth, OHIN, diagnosis and treatment history	Doctor sent email to OH which contained PHI.	25-Aug-20	Email was deleted from all inboxes and deleted items folders at OH and from doctor's sent items. Doctor was advised to not send PHI via email.	25-Aug-2020	No recommendations were provided as the Business Unit took the correct measures as part of containment	N/A	N/A	25-Aug-20	25-Aug-20	N/A	Senior Privacy Specialist
19	28-Aug-20	28-Aug-20	External	Privacy	Passive (email)	Patient initials and ID number	Hospital sent email to OH which contained PHI.	28-Aug-20	Email was deleted from all inboxes and deleted folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	28-Aug-2020	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measures	N/A	N/A	28-Aug-20	01-Sep-20	N/A	Senior Privacy Specialist
20	28-Aug-20	28-Aug-20	External	Privacy	Passive (email)	Patient name	A health information custodian sent email to OH which contained PHI.	28-Aug-20	Email was deleted from all inboxes and deleted items folders at OH and from the HIC. HIC was advised not to send PHI via email.	28-Aug-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	28-Aug-20	01-Sep-20	N/A	Senior Privacy Specialist
21	01-Sep-20	01-Sep-20	External	Privacy	Passive (email)	Health card number, postal code, date of birth	Hospital sent email to OH which contained PHI. Information should have been sent through secure MFT.	02-Sep-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	01-Sep-20	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures	N/A	N/A	01-Sep-20	02-Sep-20	N/A	Senior Privacy Specialist
22	02-Sep-20	02-Sep-20	External	Privacy	Passive (email)	OHIP number	Hospital sent email to OH Service Desk which contained PHI.	02-Sep-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	2-Sep-2020	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measures.	N/A	N/A	02-Sep-20	09-Sep-20	N/A	Senior Privacy Specialist

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23	02-Sep-20	04-Sep-20	External	Privacy	Passive (email)	Patient name, date of birth, health card number and diagnosis	Chimeric Antigen T-Cell Therapy (CAR T) Program received an email from a hospital doctor with a PDF attachment containing PHI	04-Sep-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	4-Sep-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	04-Sep-20	09-Sep-20	N/A	Senior Privacy Specialist
24	11-Sep-20	11-Sep-20	External	Privacy	Passive (email)	Health card numbers	Hospital sent email to OH which contained PHI. Information should have been sent through secure MFT.	11-Sep-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	11-Sep-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	11-Sep-20	17-Sep-20	N/A	Senior Privacy Specialist
25	28-Sep-20	28-Sep-20	External	Privacy	Passive (email)	Patient health card number and date of birth	Hospital sent email to OH which contained PHI.	29-Sep-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	29-Sep-20	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measures.	N/A	N/A	29-Sep-20	29-Sep-20	N/A	Senior Privacy Specialist
26	02-Oct-20	02-Oct-20	External	Privacy	Passive (email)	Patient name, date of birth, and drug being requested	Hospital sent email to OH program which contained PHI.	02-Oct-20	Email was deleted from all inboxes and deleted items folders. Hospital was advised not to send PHI via email.	2-Oct-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	02-Oct-2020	07-Oct-20	N/A	Senior Privacy Specialist
27	14-Oct-20	14-Oct-20	External	Privacy	Passive (email)	Patient first and last names	Hospital sent email to OH which contained PHI for three individuals.	14-Oct-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	14-Oct-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	14-Oct-20	23-Oct-20	N/A	Senior Privacy Specialist

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28	15-Oct-20	15-Oct-20	External	Privacy	Passive (email)	Patient first and last names	Hospital sent email to OH which contained PHI.	15-Oct-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	15-Oct-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	15-Oct-20	23-Oct-20	N/A	Senior Privacy Specialist
29	20-Oct-20	20-Oct-20	External	Privacy	Passive (fax)	Patient clinical documents including treatment information	Hospital sent a fax to OH including the wrong patient's PHI for a PET application.	20-Oct-20	PHI was removed and deleted from application package at OH.	20-Oct-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	20-Oct-20	27-Oct-20	N/A	Senior Privacy Specialist
30	20-Oct-20	20-Oct-20	External	Privacy	Passive (email)	Patient name and drug being requested	PHI was sent via email from a treating site to a OH employee, which was then forwarded to two pharmacists.	20-Oct-20	Email was deleted from all inboxes and deleted items folders at OH and from the Sender's sent items. Sender was advised not to send PHI via email.	20-Oct-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	20-Oct-20	23-Oct-20	N/A	Senior Privacy Specialist
31	21-Oct-20	21-Oct-20	External	Privacy	Passive (email)	Patient name, date of birth, health insurance number	Hospital sent email to OH which contained PHI.	21-Oct-20	Email was deleted from all inboxes and deleted items folders at OH(OH) and from Hospital sent items. Hospital was advised not to send PHI via email.	21-Oct-20	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	21-Oct-20	23-Oct-20	N/A	Senior Privacy Specialist
32	26-Oct-20	26-Oct-20	External	Privacy	Passive (email)	Patient first and last name, MRN	Hospital sent email to OH which contained PHI and asked for additional patient information missing from an application	27-Oct-20	Email was deleted from all inboxes and deleted items folders at OH and from the Sender's sent items. Sender was advised not to send PHI via email.	27-Oct-2020	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measures.	N/A	N/A	26-Oct-20	29-Oct-20	N/A	Senior Privacy Specialist

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33	29-Oct-20	29-Oct-20	External	Privacy	Passive (email)	OHIP number	Hospital sent email to OH which contained PHI.	29-Oct-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	29-Oct-20	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	29-Oct-20	02-Nov-20	N/A	Senior Privacy Specialist
34	06-Nov-20	06-Nov-20	External	Privacy	Passive (email)	Patient health card number	Hospital sent email to OH which contained PHI.	09-Nov-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital. Hospital was advised not to send PHI via email.	9-Nov-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	09-Nov-20	11-Nov-20	N/A	Senior Privacy Specialist
35	19-Nov-20	19-Nov-20	External	Privacy	Passive (fax)	Patient clinical documents including treatment information	Hospital faxed PHI of an incorrect patient in error. 3 pages of clinical documents were received.	27-Nov-20	Incorrect patient's documents were removed and not saved into the request folder. Hospital was contacted about the error and advised documents were not printed or saved.	27-Nov-2020	No additional recommendations were required since the OH Business Unit took corrective action as part of the containment measures.	N/A	N/A	26-Nov-20	27-Nov-20	N/A	Senior Privacy Specialist
36	04-Dec-20	04-Dec-20	External	Privacy	Passive (email)	Patient initials, names, dates of treatment	PHI data included in an attachment to an email from a health care facility. The attachments were intended to provide additional details about the payments that they believe are outstanding from OH	04-Dec-20	Deleted the email from inbox and deleted items folder. Emailed the sender (with a new email, not a reply to the original) to inform them that the email they had sent contained PHI and that OH recipients are required to delete the email.	04-Dec-20	Notify sender that PHI should not be sent via email	Deleted the email from inbox and deleted items folder. Informed sender that the email they had sent contained PHI and to delete the email.	04-Dec-20	04-Dec-20	04-Dec-20	N/A	Group Manager

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37	04-Dec-20	04-Dec-20	External	Privacy	Passive (email)	Patient name and health card number	PHI data (patient name and OHIP#) was included in the body of an email from an out of province health authority.	04-Dec-20	Sender contacted and all copies of email were deleted	04-Dec-20	N/A	Notification sent and all copies of email deleted	04-Dec-20	04-Dec-20	04-Dec-20	N/A	Senior Specialist
38	04-Dec-20	04-Dec-20	External	Privacy	Passive (email)	Patient name, date of birth, medical procedure information	Regional Cancer Program sent an email to OH which contained PHI. Email included details of a medical procedure and included two attachments which contained PHI in the form of patient names and dates of birth.	04-Dec-20	Email was received and immediately deleted from the cancer screening inbox. Email (with PHI removed) was sent to notify of the privacy breach and that the email should be deleted from the sent folder and deleted items folder.	04-Dec-20	OH to remind the sender not to send PHI via email.	OH emailed recipient and reminded the sender not to email PHI.	04-Dec-20	04-Dec-20	04-Dec-20	N/A	Senior Privacy Specialist
39	14-Dec-20	14-Dec-20	External	Privacy	Passive (email)	Client name	Hospital sent email to OH drug program which contained PHI.	15-Dec-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital. Hospital was advised not to send PHI via email.	15-Dec-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	14-Dec-20	17-Dec-20	N/A	Senior Privacy Specialist
40	15-Dec-20	15-Dec-20	External	Privacy	Passive (email)	Patient name and health card number	Hospital sent email to OH drug reimbursement program which contained PHI.	15-Dec-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital. Hospital was advised not to send PHI via email.	15-Dec-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	15-Dec-20	17-Dec-20	N/A	Senior Privacy Specialist
41	31-Dec-20	31-Dec-20	External	Privacy	Passive (email)	Patient name and health card number	Email containing health card numbers was sent to the Access to Care helpdesk to troubleshoot a problem in the Wait Times Information System (WTIS).	31-Dec-20	Email containing PHI was deleted from the helpdesk ticket. Service Specialist reminded the sender of the email that PHI must not be sent to CCO via email.	31-Dec-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	31-Dec-20	08-Jan-21	N/A	Senior Privacy Specialist

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42	04-Jan-21	04-Jan-21	External	Privacy	Passive (email)	Health Services	Hospital sent email to provincial drug reimbursement program at CCO which contained PHI.	05-Jan-21	Email was deleted from all inboxes at CCO and from the hospital. Hospital was advised to not send PHI via email.	5-Jan-2021	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	05-Jan-21	05-Jan-21	N/A	Senior Privacy Specialist
43	04-Mar-21	04-Mar-21	External	Privacy	Passive (email)	Patient name and visit number	eCTAS support inbox received an email from a hospital asking for an audit trail for a patient. The email included PHI. This email was received by the Service Specialist and subsequently forwarded to the Manager, eCTAS.	04-Mar-21	The Manager deleted the email from his inbox and deleted items folder and notified the Service Specialist of the suspected breach who then deleted the email from the eCTAS support inbox and deleted items folder.	04-Mar-21	OH to remind sender of the email that PHI must never be sent over email when requesting technical support.	At the time of notification, OH Service Specialist reminded the hospital not to send PHI via email.	04-Mar-21	04-Mar-21	04-Mar-21	N/A	Senior Privacy Specialist
44	18-Mar-21	18-Mar-21	External	Privacy	Passive (email)	Coding & Geography	In an effort to receive technical support, a hospital employee emailed code from their WTS interface, and a screenshot containing PHI.	18-Mar-21	Email containing PHI was deleted from the Access to Care inbox. Local registration agent at the hospital was informed of the breach.	18-Mar-21	OH to remind hospital employee to not email PHI to OH when seeking technical support.	Local registration agent was reminded that PHI must not be emailed.	18-Mar-21	18-Mar-21	18-Mar-21	N/A	Senior Privacy Specialist
45	11-May-21	11-May-21	External	Privacy	Passive (email)	Patient names and treatment information	PHI was included in two emails sent to an OH employee. The emails were sent from a long-term care employee. Two employees from the LTC were also copied.	11-May-21	Email deleted from inbox and deleted items folders. Sender and cc'd individuals informed that emails contained PHI, email is not a secure method, and told to delete the emails.	11-May-21	No further steps will be taken at this time (beyond the steps already taken).	Investigator discussed next steps with OH employee through email.	11-May-21	11-May-21	11-May-21	N/A	Privacy Manager
46	06-Aug-21	09-Aug-21	External	Privacy	Passive (email)	Patient test information and results	Email was sent from external hospital to OH employee containing patient test results.	10-Aug-21	Email containing PHI was deleted from OH employee email. The hospital employee was also told to delete the email containing PHI from their email.	09-Aug-21	OH employee deleted email containing PHI from outlook. OH employee to email hospital employee and tell them that they should delete	Recommendations provided through email.	10-Aug-21	09-Aug-21	10-Aug-21	N/A	Senior Privacy Specialist

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											PHI email, they cannot use email to send PHI, and that MFT should be used to send such data.						
47	12-Jan-22	12-Jan-22	External	Privacy	Unauthorized Disclosure	Patient triage record including date of birth, first and last name, health card number and assessment information.	Hospital employee used credentials issued in their work with another HIC. Employee inadvertently sent an eCTAS report to their other employer. The report includes the PHI of the patient.	19-Jan-22	Employee was removed from triage by hospital privacy office without access to eCTAS until credentials changed. OH confirmed record removed from HIS system.	14-Jan-22	eCTAS team to recommend to hospitals to ensure hospital agents that leave a specific hospital have their eCTAS login privileges removed or deactivated from their systems.	Recommendations provided to Hospital.	14-Jan-22	14-Jan-22	19-Jan-22	N/A	Senior Privacy Specialist
48	07-Feb-22	07-Feb-22	External	Privacy	Passive (email)	Health Services	Doctor sent document containing patient PHI to an email intended for internal OH use.	07-Feb-22	Email was deleted from inbox and deleted emails folder. Security deleted email across OH environment, ensuring that if a copy of the email was forwarded to anyone else within OH.	08-Feb-22	Email was deleted across OH environment. Confirmed with IT team that no one else had opened the email. Sender of PHI was notified of their actions, and that they should not send PHI through email since it is unsecure method of collection.	Recommendation was addressed to internal staff through voice calls in Microsoft teams. Recommendation to PHI sender was sent through email.	08-Feb-22	07-Feb-22	08-Feb-22	07-Feb-22	Senior Privacy Specialist
49	18-Feb-22	18-Feb-22	External	Privacy	Passive (email)	Patient name and clinic details	Hospital accidentally scanned and sent document containing PHI to OH employee email.	18-Feb-22	The email was hard deleted from OH employee's email.	18-Feb-22	OH employee called hospital's privacy manager and informed them of the breach and proper PHI disclosure practices. OH privacy confirmed with OH employee they had deleted the email from inbox and deleted emails folder.	Privacy had a phone call with the OH employee who received the document containing PHI.	18-Feb-22	18-Feb-22	28-Feb-22	18-Feb-22	Senior Privacy Specialist

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50	22-Mar-22	22-Mar-22	External	Privacy	Passive (fax)	Patient name, health card number, date of birth, address	PET Access Program received a fax from a physician's office submitting their patient's application to the program. The fax included PHI belonging to the wrong patient.	22-Mar-22	The PET analyst followed up with the clinic. A clinic employee contacted the analyst for guidance on the proper procedure to follow. Received fax was securely disposed of.	22-Mar-22	N/A	N/A	N/A	22-Mar-22	31-Mar-22	N/A	Senior Privacy Specialist
51	31-Mar-22	31-Mar-22	External	Privacy	Passive (email)	Patient's chart number (MRN)	The PET Access Program received an email from a hospital employee that contained PHI.	31-Mar-22	The Analyst responded to the hospital employee's email and informed all recipients that PHI should not be included in an email and inquiries with PHI should be sent via fax.	31-Mar-22	N/A	N/A	N/A	01-Apr-22	04-Apr-22	N/A	Senior Privacy Specialist
52	01-Apr-22	01-Apr-22	External	Privacy	Passive (Email)	Patient name, diagnosis information, health card number, age, sex	CAR T Program received an email from a hospital employee with a PDF attachment containing PHI.	01-Apr-22	CAR T Program Analyst deleted the email containing PHI permanently from the program inbox and sent an email to the sender to permanently delete the sent email.	01-Apr-22	N/A	N/A	N/A	11-Apr-22	12-Apr-22	N/A	Senior Privacy Specialist
53	01-Apr-22	01-Apr-22	External	Privacy	Passive (Fax)	Patient names, health card numbers, date of birth, MRNs, test results, clinical history	The PET Access Program received a fax from an unknown sender, which included a PDF of MRI screening forms containing PHI.	01-Apr-22	The sender sent an email requesting for the fax to be permanently deleted.	01-Apr-22	N/A	N/A	N/A	05-Apr-22	06-Apr-22	07-Apr-22	Senior Privacy Specialist
54	01-Apr-22	04-Apr-22	External	Privacy	Passive (Email)	Patient's name, date of birth, health card number, clinical information.	Email from hospital employee contained pdf attachment with PHI	01-Apr-22	PET Analyst instructed all recipients to delete emails from their inbox/deleted folders.	01-Apr-22	OH Privacy Office will communicate with the relevant privacy officer(s) at the HICs institution to bring the pattern of breaches to their attention, in an effort to prevent such patterns from continuing to occur in the future.	N/A	N/A	05-Apr-22	06-Apr-22	07-Apr-22	Senior Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HICs/Other Orgs	Recommendations	Manner in which Recommendations were Addressed	Date Recommendation Complete or Proposed to be Complete	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt. Notified	Agent to Conduct Investigation
55	13-Apr-22	13-Apr-22	External	Privacy	Passive (Fax)	Name, age, MRN and visit numbers, accession numbers, patient physician name	PET Access Analyst received fax which contained PHI for other patients.	13-Apr-22	PET Access analyst contacted the sender and advised of breach and left instructions to resend correct copies.	13-Apr-22	N/A	N/A	N/A	13-Apr-22	19-Apr-22	N/A	Senior Privacy Specialist
56	19-Apr-22	20-Apr-22	External	Privacy	Passive (email)	Health card number, driver's license	IT Service Desk received an email from a hospital requesting an eClaims registration for an individual. The email attachment included PHI which was not required.	20-Apr-22	IT Helpdesk Analyst, sent an email to the sender with instructions requesting the sender to hard delete the email.	20-Apr-22	N/A	N/A	N/A	20-Apr-22	22-Apr-22	N/A	Senior Privacy Specialist
57	19-Apr-22	20-Apr-22	External	Privacy	Passive (fax)	Patients' names, MRNs, health card numbers	The PET Access Program received a fax in response to the program's request for missing information for a pending PET Access request. Upon review, page 2 and 3 included PHI belonging to 11 other patients	20-Apr-22	PET Analyst subsequently called the physician's office to inform the clinic and request the proper documents to be resent. Received fax was securely deleted by OH.	20-Apr-22	N/A	N/A	N/A	20-Apr-22	20-Apr-22	N/A	Senior Privacy Specialist
58	21-Apr-22	21-Apr-22	External	Privacy	Passive	Patient chart numbers	Hospital sent email to mailbox for patient funding model inquiries. Email included patient chart number for patient. PHI not required for this purpose	21-Apr-22	Email deleted from inbox/deleted folder. New email sent to original recipients/sender to notify of breach. Asked to delete from inbox/sent/deleted and hospital staff included on email to follow privacy breach protocols.	21-Apr-22	N/A	N/A	N/A	21-Apr-22	21-Apr-22	N/A	Senior Privacy Specialist

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59	25-Apr-22	25-Apr-22	External	Privacy	Passive (email)	Patient names, MRNs, health card numbers, ages, dates of birth, diagnoses, names of physicians	The PET Access Program received a request submitted through our electronic tool (e-Tool) by a PET Centre User at a hospital. The pdf documents included PHI belonging to unintended patients.	25-Apr-22	PET Analyst emailed user to inform them of the privacy breach, and request that they delete the document and reupload it to our e-Tool with the extraneous PHI removed.	25-Apr-22	N/A	N/A	N/A	26-Apr-22	27-Apr-22	N/A	Senior Privacy Specialist
60	27-Apr-22	27-Apr-22	External	Privacy	Passive (email)	Patient name, account number, accession number, date of visit, age, names of patient physicians	The PET Access Program received a request submitted through the electronic tool (e-Tool) by a PET Centre User that included PHI for another patient.	27-Apr-22	PET Analyst removed the application that contained the PHI as well as the PET Access Program's downloads folder.	27-Apr-22	N/A	N/A	N/A	29-Apr-22	02-May-22	N/A	Senior Privacy Specialist
61	01-Jun-22	01-Jun-22	External	Privacy	Passive	Patient name, health card number, date of birth and medical information related to a medical imaging report	PET Access Program received a fax from a Cancer Center which contained PHI from another patient.	02-Jun-22	PET Analyst called Cancer Centre the next day to advise of issue.	07-Jun-22	N/A	N/A	N/A	07-Jun-22	07-Jun-22	N/A	Senior Privacy Specialist
62	07-Jun-22	07-Jun-22	External	Privacy	Passive	Patient chart numbers	Email from external party contained PHI and referenced Quality Assurance error reports. External party was requesting assistance to address errors raised for particular patients.	07-Jun-22	Email was deleted from all inboxes and deleted items folders. External party deleted email from sent items and was reminded not to send PHI via email.	07-Jun-22	N/A	N/A	N/A	07-Jun-22	07-Jun-22	07-Jun-22	Senior Privacy Specialist
63	24-Jun-22	24-Jun-22	External	Privacy	Passive	Patient name, date of birth, health card number, name of physicians	PET Access Program received a fax from a Cancer Center which contained PHI from another patient.	24-Jun-22	PET Analyst called Cancer Centre the to advise of issue. Fax deleted from inbox and deleted folders.	07-Jul-22	N/A	N/A	N/A	06-Jul-22	07-Jul-22	N/A	Senior Privacy Specialist

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64.	21-Jun-22	21-Jun-22	External	Privacy	Passive	MRN and treatment data.	IT support at Hospital sent email with PHI to OH-Service Desk, which was then assigned to OPIS support team. OPIS support team saw PHI, deleted email, and advised user and OH-service desk agent to delete email.	24-Jun-22	OPIS support deleted email containing PHI and requested everyone delete the email. IT support at hospital was notified of the breach by the OH Service Desk and reminded not send PHI via email.	21-Jun-22	N/A	N/A	N/A	24-Jun-22	24-Jun-22	N/A	Senior Privacy Specialist
65.	24-Jun-22	24-Jun-22	External	Privacy	Unauthorized access	Name, date of birth, health card number names of physicians involved in care.	Physician sent PET Scan request to PET Access Program and included PHI that belongs to another patient.	24-Jun-22	PET Analyst contacted the sender to inform of the breach and steps to contain. PET Analyst deleted fax from OH inbox and deleted folders.	06-Jul-22	N/A	N/A	N/A	06-Jul-22	06-Jul-22	N/A	Senior Privacy Specialist
66.	05-Jul-22	05-Jul-22	External	Privacy	Passive (email)	Patient's OHIN number, Patient's DOB, Patient's Chart Number	Screenshot with PHI was sent to STIP Inbox by a hospital pharmacy employee asking for assistance with an issue.	07-Jul-22	OH analyst emailed sender to advise email contained PHI, and instructed them to delete the email from their Sent Items and Deleted Items folder.	05-Jul-22	N/A	N/A	N/A	07-Jul-22	18-Jul-22	N/A	Senior Privacy Specialist
67.	12-Jul-22	12-Jul-22	External	Privacy	Passive (email)	Patient name, Diagnosis, Laboratory genetic results	PHI data was included in an email to Ontario Health from a Medical Oncologist at a Regional Cancer Centre for a different patient.	12-Jul-22	Manager asked sender and other recipient to delete copies of the email from their inbox/sent box and subsequently from their deleted folder.	12-Jul-22	N/A	N/A	N/A	12-Jul-22	12-Jul-22	N/A	Senior Privacy Specialist
68.	27-Jul-22	27-Jul-22	External	Privacy	Passive (email)	Patient name	Hospital coordinator sent email to OH Car T-Cell inbox containing patient PHI.	27-Jul-22	The email containing PHI has been permanently deleted from our program's inbox. Communication has been provided to the sender requesting they permanently delete the email containing PHI.	27-Jul-22	N/A	N/A	N/A	02-Aug-22	03-Aug-22	N/A	Senior Privacy Specialist

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69.	27-Jul-22	30-Jul-22	External	Privacy	Passive (email)	Client name and address for 6 individuals.	External Fulfillment House vendor included client PHI in weekly invoice reconciliation file, sent via email. File should not include PHI via this channel. Information involved was already held by OH.	30-Jul-22	BU was informed by vendor of the breach. BU ensured all internal OH recipients deleted the email.	30-Jul-22	Operations should implement process changes to utilize MFT for file transfer.	Operations implemented process change.	04-Aug-22	02-Aug-22	04-Aug-22	N/A	Senior Analyst, Operational Systems and Controls; Senior Privacy Specialist
70.	05-Aug-20	05-Aug-20	External/Internal	Privacy	Passive (email)	Patient initials and MRN	Hospital sent email to OH which contained PHI. Email was forwarded internally within OH.	05-Aug-20	Email was deleted from all inboxes and deleted folders. Hospital was advised not to send PHI via email.	5-Aug-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures	N/A	N/A	05-Aug-20	05-Aug-20	N/A	Senior Privacy Specialist
71.	06-May-20	07-May-20	Internal	Privacy	Unauthorized Collection	7 PHI data elements beyond scope of the minimum data set	Hospital submitted 7 additional data elements that were not listed in the minimum data set (MDS).	11-May-20	Hospital was notified that additional data elements were disclosed to OH and were subsequently deleted by OH Hospital was instructed to send only data listed in MDS.	11-May-20	N/A	N/A	N/A	07-May-20	14-May-20	N/A	Senior Privacy Specialist
72.	03-Jun-20	03-Jun-20	Internal	Privacy	Unauthorized Collection	PHI data elements beyond the scope of the minimum data set including patient first and last name, MRN and scan date	Hospital provided additional data elements to OH beyond the data listed in the minimum data set and Funding Agreement. Facility discovered the additional data elements and notified OH.	18-Jun-20	Confirmed additional data elements were not used and quarantined. Requested Hospital re-send only data elements listed in the MDS and also deleted additional data elements provided.	03-Jun-20	N/A - result of error from pilot site.	N/A	N/A	17-Jun-20	17-Jun-20	N/A	Senior Privacy Specialist
73.	06-Aug-20	06-Aug-20	Internal	Privacy	Breach of Agreement	Health Services; Population & Demographics; Coding & Geography	Pursuant to an Agreement, OH collects data sets containing PHI from a data partner. Prior to the execution of an amended DSA, the data partner sent new data sets in error to OH.	07-Aug-20	OH staff sought direction from data partner. Since execution of the DSA was expected in the near future, the data set was isolated on OH's H:drive.	06-Aug-20	N/A - Breach resulted from an oversight by data partner. Incident is not expected to re-occur.	N/A	N/A	06-Aug-20	07-Aug-20	N/A	Senior Privacy Specialist

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74.	10-Aug-20	10-Aug-20	Internal	Privacy	Passive (email)	PHI for one patient including patient name, DOB, OHIP, diagnosis and past treatment history,	Hospital sent email to OH which contained PHI.	10-Aug-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	10-Aug-2020	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	10-Aug-20	10-Aug-20	N/A	Senior Privacy Specialist
75.	24-Aug-20	24-Aug-20	Internal	Privacy	Unauthorized Disclosure	PET Access Request form, clinical notes, imaging reports, pathology and lab reports	OH employee uploaded the wrong clinical documents to an eTool account (while facilitating a PET access request). Error resulted in the wrong clinical documents being uploaded twice to two different PET Centers, giving the PET Centre access to incorrect individual's PHI.	25-Aug-20	OH employee removed the incorrect documents immediately upon being notified of the error. PET Centre was asked to delete/shred the documents containing PHI if they downloaded or printed them and confirmed once completed.	09-Sep-20	Business Unit to review their internal processes to ensure PET Program Staff are uploading clinical documents to the PET eTool correctly and confirm proper procedures are being followed.	Program staff are reviewing and carefully uploading the correct patient to the corresponding case file in the PET eTool. Event appears to be isolated incident.	24-Aug-20	24-Aug-20	04-Sep-20	N/A	Senior Privacy Specialist
76.	02-Sep-20	04-Sep-20	Internal	Privacy	Passive (email)	Patient name, date of birth, health card number, diagnosis	Chimeric Antigen T-Cell Therapy (CAR T) Program received an email from a hospital doctor with a PDF attachment containing PHI	04-Sep-20	Email was deleted from all inboxes and deleted items folders at OH and from Hospital sent items. Hospital was advised not to send PHI via email.	04-Sep-20	No additional recommendations were required since the OH business unit took corrective action as part of the containment measures.	N/A	N/A	04-Sep-20	09-Sep-20	N/A	Senior Privacy Specialist
77.	10-Nov-20	10-Nov-20	External	Privacy	Unauthorized Disclosure	Health Services	Two weekly cuts of eCTAS data (PHI) were disclosed to an external data sharing partner outside of the terms of the data sharing agreement.	10-Nov-20	In consultation with Privacy, a letter agreement was issued permitting interim disclosure of the eCTAS data while DSA amendment negotiations continued.	10-Nov-20	N/A - Incident arose due to delays in renewing the existing DSA. Incident is not expected to re-occur.	N/A	N/A	10-Nov-20	10-Nov-20	N/A	Senior Privacy Specialist

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78.	11-Nov-20	11-Nov-20	Internal	Privacy	Passive (fax)	Health Services	Hospital sent a fax to OH PET program which contained PHI for another patient.	11-Nov-20	PHI for the wrong patient was deleted and the hospital was advised of the error.	26-Nov-20	No additional recommendations were required since the CCO Business Unit took corrective action as part of the containment measures.	N/A	N/A	26-Nov-20	27-Nov-20	N/A	Senior Privacy Specialist
79.	04-Dec-20	04-Dec-20	Internal	Privacy	Passive (email)	Patient name, date of birth, medical procedure information	PHI data was included in an email to the screening inbox from a Regional Cancer Program. The email was sent with details of a GI Endoscopy DSP submission and included two attachments which contained PHI in the form of patient names and dates of birth.	04-Dec-20	The email was received and immediately deleted from inbox and deleted items folder. Email was sent to the sender to inform of the breach and to remind her of the policy against sending PHI.	04-Dec-20	OH to remind the sender of the email to not send PHI via email.	The sender of the email was reminded to never send PHI over email.	04-Dec-20	04-Dec-20	04-Dec-20	N/A	Senior Privacy Specialist
80.	23-Apr-21	23-Apr-21	Internal	Privacy	Passive (email)	List of clients undergoing a specific type of test at a healthcare facility, clients date of birth	Email from healthcare facility was intended to include testing statistics but inappropriately included PHI.	23-Apr-21	Emails deleted and sender reminded not to send PHI via email	23-Apr-21	Sender informed not to send PHI in email	Sender informed not to send PHI via email. All copies of email deleted	23-Apr-21	23-Apr-21	23-Apr-21	N/A	Privacy Specialist
81.	19-Aug-21	19-Aug-21	Internal	Privacy	Passive (fax)	OBSP/OCSP Requisition Forms including patient information	Contact Centre received faxes in which High Risk OBSP requisition forms/OCSP pathology forms were sent to OH rather than to the sites/PCPs who should have received the PHI.	19-Aug-21	Unsolicited PHI deleted from the InScreen System	19-Aug-21	Unsolicited PHI to be deleted from the system since it was inappropriately collected.	Data deleted and senders directed to the appropriate recipients of the data	19-Aug-21	19-Aug-21	19-Aug-21	N/A	Senior Privacy Specialist
82.	15-Oct-21	15-Oct-21	Internal	Privacy	Passive (email)	Health Services; first and last name, contact information, chart number, demographics	Hospital included PHI in email sent to Systemic Treatment - Quality Based Programs email box.	15-Oct-21	Emails deleted. Sender told not to send PHI via email	15-Oct-21	Sender told not to send PHI via email, hard delete from all inboxes	Emails deleted and sender informed of process	15-Oct-21	15-Oct-21	15-Oct-21	N/A	Senior Privacy Specialist

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83.	19-Oct-21	19-Oct-21	Internal	Privacy	Passive (email)	Patient chart numbers	Hospital included PHI in email sent to Systemic Treatment - Quality Based Programs email box.	19-Oct-21	Delete all emails, inform sender of appropriate process	19-Oct-21	Emails to be deleted and sender informed re. process/policy breach	Emails deleted and sender informed of proper process	19-Oct-21	19-Oct-21	19-Oct-21	N/A	Senior Privacy Specialist
84.	02-Nov-21	02-Nov-21	Internal	Privacy	Passive (email)	Patient MRN and treatment information	Email sent with PHI to STIP email box by hospital employee in regard to an eClaims issue.	02-Nov-21	Emails deleted. Sender reminded not to send PHI via email	02-Nov-21	Emails to be deleted, PHI not to be sent via email	All emails deleted	02-Nov-21	02-Nov-21	02-Nov-21	N/A	Privacy Specialist
85.	08-Nov-21	08-Nov-21	Internal	Privacy	Passive (email)	Health card number, chart number, date of birth, procedure and treatment information	Email with attachment with PHI sent to Informatics inbox by hospital employee	08-Nov-21	Email to be deleted and sender informed of process	08-Nov-21	Emails to be deleted and sender informed of process	Email and attachment deleted, and sender informed of process	08-Nov-21	08-Nov-21	08-Nov-21	N/A	Senior Privacy Specialist
86.	09-Nov-21	09-Nov-21	Internal	Privacy	Passive (email)	Client name, diagnosis, personal email address, treating physician	OH Out-of-Country Program received an email from a personal email address which included the self-disclosure of PHI.	09-Nov-21	Emails deleted and sender informed of process	09-Nov-21	Sender to be informed of proper process, emails deleted	Emails deleted and sender informed	09-Nov-21	09-Nov-21	09-Nov-21	N/A	Privacy Specialist
87.	18-Nov-21	18-Nov-21	Internal	Privacy	Passive (email)	Health Services	Email sent with PHI to PET Program	18-Nov-21	Email deleted and sender notified of breach	18-Nov-21	Sender notified not to include PHI in email communications	Email hard deleted from all inboxes	18-Nov-21	18-Nov-21	18-Nov-21	N/A	Privacy Specialist
88.	12-Jul-22	12-Jul-22	Internal	Privacy	Passive (email)	Contact information and description of client's issue.	IT service agents collected PHI from external clients and entered PHI into a service ticket.	12-Jul-22	Information removed from IT service ticket.	12-Jul-22	N/A	N/A	N/A	12-Jul-22	12-Jul-22	N/A	Senior Privacy Specialist
89.	22-Jul-22	22-Jul-22	Internal	Privacy	Passive (email)	Patient name, date of birth, health card number for approximately 3 patients	Helpdesk/IT Analyst sent an email to tech support inbox and copied two OH employees. Email related to changes in reporting output that may have caused a failure in an automated extract. OH employee included a screenshot of record data with approximately 3 patients' PHI.	22-Jul-22	Sender and all email recipients were notified of the breach and instructed to delete and purge all emails.	22-Jul-22	N/A	N/A	N/A	22-Jul-22	22-Jul-22	N/A	Senior Privacy Specialist

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1.	09-Jul-20	10-Jul-20	Internal	Privacy Risk	Suspected Breach/ Privacy Risk	Health Services, Population & Demographics, Care Providers, clinical information.	Pursuant to an Agreement, OH provides a historical data cut to a data partner. An additional file was provided, but not accessed by the data partner.	10-Jul-20	OH requested the data partner to securely delete the latest file they received from OH.	10-Jul-20	OH staff to double check each script before disclosure to ensure correct data have been queried.	Staff will implement an additional check of the script.	10-Jul-20	10-Jul-20	10-Jul-20	N/A	Senior Privacy Specialist
2.	28-Jul-20	28-Jul-20	External	Privacy Risk	Suspected Breach/ Privacy Risk	Patient triage records	Hospital employee who works at two different hospital sites triaged 3 patients while logged into the eCTAS application at the incorrect site.	28-Jul-20	OH's eCTAS team removed the three records from the triage queue at the incorrect site and reassigned them to the correct hospital site. OH reminded hospital staff to ensure they are logging into the correct site when using eCTAS.	28-Jul-20	OH will provide eCTAS hospitals with a list of users who have not logged into the application in 6 months. Access will be revoked if these users no longer work at the site.	OH has established a regular review of inactive user accounts and sends them to eCTAS hospitals for review.	N/A	28-Jul-20	28-Jul-20	N/A	Senior Privacy Specialist
3	06-Dec-21	06-Dec-21	Internal	Privacy	Suspected Breach/ Privacy Risk	Patient chart number and health card number	On a virtual call organized by a hospital seeking OH's help (Funding Unit) concerning Radiation QBP funding, a methodologist from Funding Unit shared their screen which listed 3 cases – all from the hospital that was on the call.	06-Dec-21	Data was discontinued from being displayed on the virtual call.	06-Dec-21	The unit manager to discuss with the member alternative methods to review such data such as randomized data or secure data transfers method, when required and authorized.	As per recommendation.	13-Dec-21	06-Dec-21	13-Dec-21	N/A	Senior Privacy Specialist

Prescribed Person – OSCR (non-contact centre)

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1.	01-Mar-21	01-Mar-21	External	Policy	Passive (email)	Health card numbers	Staff at a lab sent an email containing PHI data to an OH staff member. Four additional lab staff were copied. The email was sent to validate some information about specific FIT kits.	01-Mar-21	OH employee deleted the OHIP numbers from the email and replied with a notice that PHI must not be included in emails and requested that everyone on the chain delete the original email. OH employee deleted the original email.	01-Mar-21	Lab will be reminded not to email PHI to OH to resolve issues with individual fit kits	OH employee reminded the lab not to send PHI via email.	01-Mar-21	01-Mar-21	01-Mar-21	N/A	Senior Privacy Specialist
2.	11-Mar-22	11-Mar-22	External	Policy	Passive (email)	Patient Name, health insurance number	Employee of a cancer center emailed client details to an OH email address as part of troubleshooting an ICMS issue.	11-Mar-22	Email deleted from OH systems and communicated with sender to delete at their end. Also communicated proper way to communicate information	11-Mar-22	N/A	N/A	N/A	11-Mar-21	11-Mar-22	N/A	Senior Privacy Specialist
3.	23-Mar-22	23-Mar-22	Internal	Policy	Passive (email)	Name, date of birth and address	PHI was sent via email to employee's supervisor.	23-Mar-22	Email was deleted from both the sender's and receiver's email box and also deleted from deleted folder.	23-Mar-22	N/A	N/A	N/A	23-Mar-21	23-Mar-22	N/A	Senior Privacy Specialist
4.	07-Feb-20	07-Feb-20	Internal	Policy	Passive (email)	Patient name, date of birth and medical procedure information	PHI (patient name) inadvertently included in meeting materials sent to OH staff. Email was saved to P-Drive.	18-Feb-20	Removed meeting invite containing attachment with patient names. All invite and email recipients confirmed they did not save the file and deleted email. File saved to P-Drive was deleted.	13-Feb-20	No additional recommendations were required. Result of human error. BU is aware PHI should not be included in email, meeting invite or saved on P-Drive.	Business Unit self-reported and identified incident	N/A	13-Feb-20	13-Feb-20	N/A	Senior Privacy Specialist
5.	16-May-22	16-May-22	Internal	Policy	Policy Breach	Client name and address	Client service representative (CSR) was replying to an email from a member of the public. Proper procedure would be for all PHI to be removed from the reply message. CSR failed to	16-May-22	Contact Centre Agent emailed client to indicate email was sent in error, email was hard deleted by Contact Centre Agent. Since PHI belonged to the person, it is not	16-May-22	N/A	N/A	N/A	16-May-22	17-May-22	N/A	Senior Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HIC or other org	Recommendations	Manner in which Recommendations were Addressed	Date Recommendations are Expected to be / are Addressed	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt Notified	Agent to Conduct Investigation
							remove the PHI from the response.		necessary to request they delete the email.								
6.	07-Feb-20	08-Feb-20	External	Privacy	Passive (email)	Patient name and date of birth	OBSP client submitted an inquiry to screening@cancercare.on.ca with an attachment (reminder letter to PCP), which included the client's full name and date of birth.	14-Feb-20	Email was deleted from all inboxes and deleted items folders at CCO and from Hospital sent items. Hospital was advised not to send PHI via email.	14-Feb-20	N/A	N/A	N/A	14-Feb-20	14-Feb-20	N/A	Privacy Manager
7.	02-May-22	03-May-22	External	Privacy	Passive	Patient name	Patient's family member sent email to legacy agency Service Desk and specific employee. Email included patient's name and requested advice related to patient. Ticket was also auto generated by IT service desk that contained PHI from email.	03-May-22	Auto generated JIRA ticket deleted/purged by Service Desk. New ticket created without PHI. Employee had deleted email from mailbox.	03-May-22	N/A	N/A	N/A	03-May-22	03-May-22	N/A	Senior Privacy Specialist
8.	09-Jul-22	12-Jul-22	External	Privacy	Passive	Client name, date of birth	External Partner from a Regional Cancer Program emailed PHI to OH employees as part of investigating an issue.	12-Jul-22	Recipients of email contacted and confirmed emails deleted from their email boxes.	12-Jul-22	N/A	N/A	N/A	12-Jul-22	12-Jul-22	N/A	Senior Privacy Specialist
9.	16-Nov-20	16-Nov-20	Internal	Privacy	Passive	Patient name and health card number	PHI data was included in an email from a regional cancer screening manager. The email was sent with details of a contact center escalation. The email included one OBSP participant's HIN as well as first and last initial.	16-Nov-20	Recipient was notified of the breach and asked to delete the email.	16-Nov-20	OH to remind regional managers not to email PHI.	Regional manager reminded not to email PHI.	16-Nov-20	16-Nov-20	16-Nov-20	N/A	Senior Privacy Specialist

	Date of Breach	Date Breach Identified / Suspected / Date OH Notified	Internal / External	Policy Breach, Privacy Breach or Suspected Breach	Breach Type	Nature of PHI	Breach Description	Date of Containment	Containment Measures	Date Notification Provided to HIC or other org	Recommendations	Manner in which Recommendations were Addressed	Date Recommendations are Expected to be / are Addressed	Date Investigation Commenced	Date Investigation Completed	Date Senior Mgmt Notified	Agent to Conduct Investigation
10.	29-Mar-22	30-Mar-22	Internal	Privacy	Privacy	Patient screening test information	Upon routine QA review of calls, a call was identified that did not follow proper authentication.	31-Mar-22	Information was disclosed verbally to people involved in the situation. No containment measures are practicable in the circumstances.	30-Mar-22	Employee received coaching and was monitored for two weeks post breach. Monitor for any further breaches involving this employee	Coaching was completed and received confirmation that the employee successfully completed monitoring period.	30-Mar-22	30-Mar-22	31-Mar-22	N/A	Senior Privacy Specialist
11.	09-Jun-22	28-Jun-22	Internal	Privacy	Passive	OHIP card number for 3 patients.	An OH staff member failed to redact PHI when producing a report for internal review. Report was emailed internally as part of report review process.	28-Jun-22	PHI redacted from reports stored on P drive. Emails sent to all recipients of reports instructing them to hard delete emails containing report with PHI.	28-Jun-22	Wherever possible, staff should generate reports to be used for illustrative purposes with dummy data rather than relying on manual redaction.	Recommendations provided to Initiative Lead.	04-Jul-22	28-Jun-22	04-Jul-22	N/A	Senior Privacy Specialist
12.	16-Mar-21	18-Mar-21	External	Suspected	Confirmed Not a Breach	Health Services	OH's service provider had a malware attack on their network services. Malware attack did not affect OH records.	18-Mar-21	3 rd party service provider implemented enhanced security controls.	16-Mar-21	OH and the service provider reviewed and amended agreement to increase audit requirements.	As per recommendation.	04-Aug-21	18-Mar-21	19-May-21	06-Jul-21	Senior Privacy Specialist
13..	14-Jan-22	14-Jan-22	External	Suspected	Risk	Health Services	Mail fulfillment house (FH) received an envelope used to send outgoing correspondence as part of a cancer screening campaign. The envelope was marked with the word "moved". The FH destroyed the letter rather than sending it to OH for investigation.	14-Jan-22	Letter and envelope were destroyed by the FH. Since there is no direct indication that a letter was misdirected, the address was not deactivated in the correspondence management system InScreen.	14-Jan-22	Letter was prematurely destroyed by the FH. However, OH was still able to trace the client who received the envelope. OH should confirm that FH is following approved procedure.	Correct procedure for handling returned mail by the FH was reiterated to the FH. In future, opened mail such as this will be returned to OH for investigation and follow up.	28-Mar-22	14-Jan-22	28-Mar-22	N/A	Senior Privacy Specialist

Appendix F(2) – Contact Centre Screening Correspondence Breach Log³

Privacy Breaches

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
1	1-7195601703	2019-11-04	2019-11-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-04	The OH Agent Inactivated the incorrect address.	N/A	2019-11-11	Incorrect address to be inactivated. OH to attempt to contact intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.
2	1-7195601615	2019-11-04	2019-11-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-11-12	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-11-12	Address inactivated. The OH Agent was unable to reach the client.
3	1-7207519268	2019-11-06	2019-11-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-06	The OH Agent Inactivated the incorrect address.	N/A	2019-11-06	Incorrect address to be inactivated. OH to attempt to contact intended client.	2019-11-06	Address inactivated. The OH Agent was unable to reach the client.
4	1-7212915242	2019-11-11	2019-11-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-11	The OH Agent Inactivated the incorrect address.	N/A	2019-11-11	Incorrect address to be inactivated. OH to attempt to contact intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.
5	1-7212915349	2019-11-11	2019-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-11	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.
6	1-7220411450	2019-11-11	2019-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-11	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.
7	1-7220411506	2019-11-11	2019-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-21	Address to be inactivated. The OH Agent should attempt to contact intended client.	2019-11-12	Client did not want to update address.
8	1-7220411496	2019-11-11	2019-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.
9	1-7220411524	2019-11-11	2019-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.
10	1-7220411562	2019-11-11	2019-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-11	Address inactivated. The OH Agent was unable to reach the client.

³ Includes all breaches from OH's Contact Centre related to the OCSR Correspondence Program. All breaches listed are external and the agents responsible for conducting the investigation and addressing each recommendation are OH Contact Centre Agents.

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
11	1-7220411514	2019-11-11	2019-11-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-11	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-14	Address to be inactivated. The OH Agent should attempt to contact intended client.	2019-11-14	Confirm and update address as per client
12	1-7222672601	2019-11-12	2019-11-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-11-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-11-12	Confirm and update address as per client
13	1-7225168131	2019-11-13	2019-11-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-13	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-11-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-11-13	Address inactivated. The OH Agent was unable to reach the client.
14	1-7225199585	2019-11-14	2019-11-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-14	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-11-19	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-11-14	Address inactivated. The OH Agent was unable to reach the client.
15	1-7230548416	2019-11-15	2019-11-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-15	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2019-12-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-15	Address inactivated. The OH Agent was unable to reach the client.
16	1-7237996545	2019-11-18	2019-11-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-18	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-11-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-11-18	Address inactivated. No follow-up required. The client no longer lives in Ontario.
17	1-7245763769	2019-11-21	2019-11-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-21	The OH Agent inactivated the incorrect address.	N/A	2019-11-26	Inactivate incorrect address, letter was received by intended client opened	2019-11-21	Confirm and update address as per client
18	1-7245763849	2019-11-21	2019-11-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-21	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-21	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-21	Address inactivated. The OH Agent was unable to reach the client.
19	1-7245763883	2019-11-21	2019-11-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-21	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-26	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-21	Address inactivated. The OH Agent was unable to reach the client.
20	1-7245763890	2019-11-21	2019-11-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-21	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-11-26	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-11-21	Address inactivated. The OH Agent was unable to reach the client.
21	1-7259244916	2019-11-26	2019-11-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-26	The OH Agent inactivated the incorrect address.	N/A	2019-11-26	Incorrect address to be inactivated. OH to attempt to contact intended client.	2019-11-26	Address inactivated. The OH Agent was unable to reach the client.
22	1-7265222650	2019-11-29	2019-11-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-11-29	The OH Agent inactivated the incorrect address.	N/A	2019-11-29	Incorrect address to be inactivated. OH to attempt to contact intended client.	2019-11-29	Address inactivated. The OH Agent was unable to reach the client.
23	1-7276323131	2019-12-02	2019-12-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-12-23	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2019-12-02	Address inactivated. The OH Agent was unable to reach the client.
24	1-7276322984	2019-12-02	2019-12-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-02	The OH Agent inactivated the incorrect address.	N/A	2019-12-05	Incorrect address to be inactivated. OH to attempt to contact intended client.	2019-12-02	Address inactivated. No follow-up required. The client no longer lives in Ontario.

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25	1-7287063451	2019-12-06	2019-12-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-06	The OH Agent inactivated the incorrect address.	N/A	2019-12-27	The OH Agent should call client/PCP and update address.	2019-12-06	Address inactivated. The OH Agent was unable to reach the client.
26	1-7287064287	2019-12-06	2019-12-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-12-06	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-12-06	Address inactivated. The OH Agent was unable to reach the client.
27	1-7287082717	2019-12-09	2019-12-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-12-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-12-09	Address inactivated. The OH Agent was unable to reach the client.
28	1-7287083031	2019-12-09	2019-12-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2019-12-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2019-12-09	Address inactivated. The OH Agent was unable to reach the client.
29	1-7297331102	2019-12-11	2019-12-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-11	The OH Agent inactivated the incorrect address.	N/A	2019-12-20	The OH Agent should call client/PCP and update address.	2019-12-11	Address inactivated. The OH Agent was unable to reach the client.
30	1-7312513034	2019-12-16	2019-12-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-16	The OH Agent inactivated the incorrect address.	N/A	2020-01-09	The OH Agent should call client/PCP and update address.	2019-12-16	The OH Agent called the client and updated the address.
31	1-7312513057	2019-12-16	2019-12-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-17	The OH Agent should call client/PCP and update address.	2019-12-16	Address inactivated. The OH Agent was unable to reach the client.
32	1-7312513063	2019-12-16	2019-12-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-09	The OH Agent should call client/PCP and update address.	2019-12-16	Address inactivated. The OH Agent was unable to reach the client.
33	1-7312513114	2019-12-16	2019-12-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2019-12-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2019-12-27	The OH Agent should call client/PCP and update address.	2019-12-16	Address inactivated. The OH Agent was unable to reach the client.
34	1-7374913918	2020-01-09	2020-01-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-09	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-01-09	Address to be inactivated. The OH Agent should attempt to contact intended client.	2020-01-09	Confirm and update address as per client
35	1-7393897252	2020-01-09	2020-01-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-09	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-14	The OH Agent should call client/PCP and update address.	2020-01-14	Address inactivated. The OH Agent was unable to reach the client.
36	1-7393897258	2020-01-14	2020-01-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-14	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-02-27	The OH Agent should call client/PCP and update address.	2020-01-14	Address inactivated. The OH Agent was unable to reach the client.

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37	1-739897334	2020-01-14	2020-01-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-14	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-02-27	The OH Agent should call client/PCP and update address.	2020-01-14	Confirm and update address as per client
38	1-7408706416	2020-01-14	2020-01-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-14	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-14	Address inactivated. The OH Agent was unable to reach the client.
39	1-7408706468	2020-01-16	2020-01-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-16	Address inactivated. No follow-up required. The client no longer lives in Ontario.
40	1-7408709402	2020-01-16	2020-01-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-16	Address inactivated. The OH Agent was unable to reach the client.
41	1-7408710362	2020-01-16	2020-01-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-16	Address inactivated. No follow-up required. The client no longer lives in Ontario.
42	1-7413998459	2020-01-17	2020-01-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-31	Address inactivated. No follow-up required. The client no longer lives in Ontario.
43	1-7413998538	2020-01-17	2020-01-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-17	Address inactivated. The OH Agent was unable to reach the client.
44	1-7413998871	2020-01-17	2020-01-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-17	Address inactivated. The OH Agent was unable to reach the client.
45	1-7413998967	2020-01-17	2020-01-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-17	Address inactivated. The OH Agent was unable to reach the client.
46	1-7429761887	2020-01-17	2020-01-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-17	Address inactivated. The OH Agent was unable to reach the client.
47	1-7429761937	2020-01-20	2020-01-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-20	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-20	OH to confirm address on file with the client, given that their mail was not received.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.
48	1-7429761983	2020-01-20	2020-01-20	Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-20	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-23	OH to confirm address on file with the client, given that their mail was not received.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
49	1-7429762011	2020-01-20	2020-01-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-20	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-20	OH to confirm address on file with the client, given that their mail was not received.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.
50	1-7429762018	2020-01-20	2020-01-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-20	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-20	OH to confirm address on file with the client, given that their mail was not received.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.
51	1-7429762297	2020-01-20	2020-01-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.
52	1-7435093099	2020-01-20	2020-01-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-20	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-02-11	OH to confirm address on file with the client, given that their mail was not received.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.
53	1-7440633881	2020-01-22	2020-01-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-22	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-01-23	OH to confirm address on file with the client, given that their mail was not received.	2020-01-23	Address inactivated. The OH Agent was unable to reach the client.
54	1-7469516247	2020-01-27	2020-01-27	Authentication Error: Screening-related status/confirmation of PHI (i.e., policy breaches where the OH Agent did not authenticate as per standard operating procedures)	2020-01-27	The OH Agent logged the internal policy breach in InScreen	N/A	2020-01-28	The OH Management should coach the relevant Agent on standard operating procedures for authenticating clients and for PHI disclosure.	2020-01-28	The OH Agent received appropriate coaching from the OH Management.
55	1-7475522742	2020-01-27	2020-01-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-14	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-27	Address inactivated. The OH Agent was unable to reach the client.
56	1-7481585711	2020-01-28	2020-01-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-28	Address inactivated. The OH Agent was unable to reach the client.
57	1-7481585904	2020-01-29	2020-01-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-29	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-29	OH to confirm address on file with the client, given that their mail was not received.	2020-01-29	Address inactivated. The OH Agent was unable to reach the client.
58	1-7481586009	2020-01-29	2020-01-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-29	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-29	The OH Agent should call client/PCP and update address.	2020-01-29	Address inactivated. The OH Agent was unable to reach the client.
59	1-7481586035	2020-01-29	2020-01-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-29	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-01-30	The OH Agent should call client/PCP and update address.	2020-01-29	Address inactivated. The OH Agent was unable to reach the client.

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60	1-7481586147	2020-01-29	2020-01-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-29	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-29	Address inactivated. The OH Agent was unable to reach the client.
61	1-7481586301	2020-01-29	2020-01-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-29	Address inactivated. The OH Agent was unable to reach the client.
62	1-7488109130	2020-01-30	2020-01-30	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-30	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-30	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-30	Address inactivated. The OH Agent was unable to reach the client.
63	1-7494777432	2020-01-30	2020-01-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-30	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-30	The OH Agent called the client and updated the address.
64	1-7520567888	2020-01-31	2020-01-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-01-31	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-01-31	OH to call client/PCP and update address.	2020-01-31	Address inactivated. The OH Agent was unable to reach the client.
65	1-7520568062	2020-02-04	2020-02-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-04	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-04	Address inactivated. The OH Agent was unable to reach the client.
66	1-7533062622	2020-02-04	2020-02-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-04	The OH Agent inactivated the incorrect address.	N/A	2020-02-04	None Required	2020-02-04	Confirm and update address as per client
67	1-7553831839	2020-02-07	2020-02-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-07	None Required	2020-02-07	Address inactivated. No follow-up required. The client no longer lives in Ontario.
68	1-7556766496	2020-02-10	2020-02-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-10	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-10	Address inactivated. No follow-up required. The client no longer lives in Ontario.
69	1-7556766582	2020-02-11	2020-02-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-11	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-11	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-11	Address inactivated. The OH Agent was unable to reach the client.
70	1-7559892507	2020-02-11	2020-02-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-11	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-11	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-11	Address inactivated. The OH Agent was unable to reach the client.
71	1-7559892812	2020-02-12	2020-02-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-12	Confirm and update address as per client

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72	1-7559892600	2020-02-12	2020-02-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-12	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-12	Address inactivated. The OH Agent was unable to reach the client.
73	1-7559910920	2020-02-12	2020-02-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-12	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-12	Address inactivated. The OH Agent was unable to reach the client.
74	1-7559911237	2020-02-12	2020-02-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-02-12	The OH Agent should call client/PCP and update address.	2020-02-12	Client did not want to update address.
75	1-7559911243	2020-02-12	2020-02-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-02-26	The OH Agent should call client/PCP and update address.	2020-02-12	Confirm and update address as per client
76	1-7559911249	2020-02-12	2020-02-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-02-26	The OH Agent should call client/PCP and update address.	2020-02-12	Confirm and update address as per client
77	1-7566851831	2020-02-12	2020-02-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-25	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-12	Address inactivated. The OH Agent was unable to reach the client.
78	1-7585852934	2020-02-14	2020-02-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-14	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-14	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-14	Address inactivated. No follow-up required. The client no longer lives in Ontario.
79	1-7599174722	2020-02-20	2020-02-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-28	Address inactivated. The OH Agent was unable to reach the client.
80	1-7602060965	2020-02-24	2020-02-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-24	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-02-24	Address inactivated. The OH Agent was unable to reach the client.
81	1-7605264762	2020-02-25	2020-02-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-02-25	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-03-05	The OH Agent should call client/PCP and update address.	2020-02-25	Address inactivated. The OH Agent was unable to reach the client.
82	1-7622301108	2020-03-02	2020-03-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-05-19	The OH Agent should call client/PCP and update address.	2020-03-02	Address inactivated. The OH Agent was unable to reach the client.

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83	1-7622301142	2020-03-02	2020-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-05-11	The OH Agent should call client/PCP and update address.	2020-03-02	Client did not want to update address.
84	1-7622301148	2020-03-02	2020-03-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-05-11	The OH Agent should call client/PCP and update address.	2020-03-02	Address inactivated. The OH Agent was unable to reach the client.
85	1-7622301204	2020-03-02	2020-03-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-10	The OH Agent should call client/PCP and update address.	2020-03-02	The OH Agent called the client and updated the address.
86	1-7622301210	2020-03-02	2020-03-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-07-14	The OH Agent should call client/PCP and update address.	2020-03-02	Address inactivated. The OH Agent was unable to reach the client.
87	1-7622301262	2020-03-02	2020-03-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-09-29	The OH Agent should call client/PCP and update address.	2020-04-09	The OH Agent called the client and updated the address.
88	1-7625260401	2020-03-02	2020-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-02	The OH Agent should call client/PCP and update address.	2020-03-02	Address inactivated. The OH Agent was unable to reach the client.
89	1-7625260407	2020-03-03	2020-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-03	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-03	The OH Agent should call client/PCP and update address.	2020-03-03	Address inactivated. The OH Agent was unable to reach the client.
90	1-7625260413	2020-03-03	2020-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-03	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-03	The OH Agent should call client/PCP and update address.	2020-03-03	The OH Agent called the client and updated the address.
91	1-7625260419	2020-03-03	2020-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-03	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-03	The OH Agent should call client/PCP and update address.	2020-03-03	Address inactivated. The OH Agent was unable to reach the client.
92	1-7625260425	2020-03-03	2020-03-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-03	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-03	The OH Agent should call client/PCP and update address.	2020-03-03	Address inactivated. The OH Agent was unable to reach the client.
93	1-7625260446	2020-03-03	2020-03-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-03	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-05	The OH Agent should call client/PCP and update address.	2020-03-03	Address inactivated. The OH Agent was unable to reach the client.

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94	1-7628446374	2020-03-03	2020-03-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-03	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-03-24	The OH Agent should call client/PCP and update address.	2020-03-03	The OH Agent called the client and updated the address.
95	1-7635240841	2020-03-04	2020-03-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-24	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-04	Address inactivated. The OH Agent was unable to reach the client.
96	1-7635241082	2020-03-06	2020-03-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-24	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-06	Address inactivated. The OH Agent was unable to reach the client.
97	1-7644412032	2020-03-06	2020-03-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-09	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-06	Address inactivated. The OH Agent was unable to reach the client.
98	1-7647294114	2020-03-09	2020-03-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-09	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-03-12	The OH Agent should call client/PCP and update address.	2020-03-09	Address inactivated. The OH Agent was unable to reach the client.
99	1-7647331502	2020-03-10	2020-03-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-10	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-10	Address inactivated. No follow-up required. The client no longer lives in Ontario.
100	1-7653545489	2020-03-10	2020-03-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-24	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-10	Address inactivated. The OH Agent was unable to reach the client.
101	1-7656812982	2020-03-12	2020-03-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-12	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2020-03-12	The OH Agent should call client/PCP and update address.	2020-03-12	Address inactivated. The OH Agent was unable to reach the client.
102	1-7671143804	2020-03-13	2020-03-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-13	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-13	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-13	Address inactivated. No follow-up required. The client no longer lives in Ontario.
103	1-7693700385	2020-03-19	2020-03-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-19	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-03-19	The OH Agent should call client/PCP and update address.	2020-03-19	Address inactivated. The OH Agent was unable to reach the client.
104	1-7703104510	2020-03-27	2020-03-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-03-27	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-27	Address inactivated. The OH Agent was unable to reach the client.

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105	1-7703105230	2020-03-31	2020-03-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-04-15	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-31	Address inactivated. The OH Agent was unable to reach the client.
106	1-7703105303	2020-03-31	2020-03-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-03-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-04-07	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-03-31	Address inactivated. The OH Agent was unable to reach the client.
107	1-7706929796	2020-04-01	2020-04-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-04-01	The OH Agent inactivated the incorrect address.	N/A	2020-04-06	Inactivate incorrect address, letter was received by intended client opened	2020-04-01	Confirm and update address as per client
108	1-7706930130	2020-04-01	2020-04-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-04-01	The OH Agent Inactivated the incorrect address.	N/A	2020-04-06	The OH Agent should call client/PCP and update address.	2020-04-01	Address inactivated. The OH Agent was unable to reach the client.
109	1-7727369987	2020-06-01	2020-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-06-01	The OH Agent inactivated the incorrect address.	N/A	2020-07-30	The OH Agent should call client/PCP and update address.	2020-06-01	Address inactivated. The OH Agent was unable to reach the client.
110	1-7727380057	2020-06-01	2020-06-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-10	The OH Agent should call client/PCP and update address.	2020-06-01	The OH Agent called the client and updated the address.
111	1-7727380238	2020-06-03	2020-06-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-06-03	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-03	The OH Agent should call client/PCP and update address.	2020-06-03	Address inactivated. The OH Agent was unable to reach the client.
112	1-7727411676	2020-06-04	2020-06-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-04	The OH Agent inactivated the incorrect address.	N/A	2020-06-04	Inactivate incorrect address, letter was received by intended client opened	2020-06-04	Confirm and update address as per client
113	1-7727411682	2020-06-15	2020-06-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-06-15	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-18	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2020-06-15	Address inactivated. The OH Agent was unable to reach the client.
114	1-7727411688	2020-06-15	2020-06-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-06-15	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-19	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2020-06-15	Address inactivated. The OH Agent was unable to reach the client.
115	1-7727411694	2020-06-15	2020-06-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-06-15	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-19	The OH Agent should call client/PCP and update address.	2020-06-15	Address inactivated. The OH Agent was unable to reach the client.

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116	1-7727411718	2020-06-15	2020-06-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-15	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-09-28	The OH Agent should call client/PCP and update address.	2020-06-15	Confirm and update address as per client
117	1-7727434965	2020-06-15	2020-06-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-06-15	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-06-17	The OH Agent should call client/PCP and update address.	2020-06-15	Address inactivated. The OH Agent was unable to reach the client.
118	1-7727510638	2020-06-19	2020-06-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-07-29	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-06-19	Address updated. The OH Agent was able to contact the client via number provided by their PCP.
119	1-7727510910	2020-07-07	2020-07-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-07-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-07-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2020-07-30	Address inactivated. The OH Agent was unable to reach the client.
120	1-7727510956	2020-07-07	2020-07-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-07-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-07-29	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2020-07-07	Address inactivated. The OH Agent was unable to reach the client.
121	1-7727510962	2020-07-07	2020-07-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-07-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-07-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2020-07-07	Address inactivated. The OH Agent was unable to reach the client.
122	1-7727679706	2020-07-07	2020-07-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-07-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-07-31	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2020-07-07	Address inactivated. The OH Agent was unable to reach the client.
123	1-7727832921	2020-08-05	2020-08-05	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-08-05	The OH Agent inactivated the incorrect address.	N/A	2021-04-26	Incorrect address to be inactivated. OH to attempt to contact intended client.	2020-08-05	Confirm and update address as per client
124	1-7727860382	2020-08-26	2020-08-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2020-08-26	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-08-26	The OH Agent should call client/PCP and update address.	2020-08-26	Client did not want to update address.
125	1-7728646876	2020-10-01	2020-10-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-10-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	NA	2020-10-06	The OH Agent should call client/PCP and update address.	2021-01-22	The OH Agent called the client and updated the address.
126	1-7728788564	2020-11-17	2020-11-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2020-11-25	The OH Agent should call client/PCP and update address.	2020-11-25	Address inactivated. The OH Agent was unable to reach the client.

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127	1-7728891449	2020-12-02	2020-12-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-12-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2021-04-23	The OH Agent should call client/PCP and update address.	2020-12-02	Address inactivated. The OH Agent was unable to reach the client.
128	1-7729598293	2021-01-26	2021-01-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-26	The OH Agent inactivated the incorrect address.	N/A	2021-05-26	Inactivate incorrect address, letter was received by intended client opened	2021-01-26	Confirm and update address as per client
129	1-7729614602	2021-01-28	2021-01-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-01-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-02-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-28	The OH Agent called the client and updated the address.
130	1-7729634337	2021-01-29	2021-01-29	Authentication Error: Screening-related status/confirmation of PHI (i.e., policy breaches where the OH Agent did not authenticate as per standard operating procedures)	2021-01-29	The OH Agent logged the internal policy breach in InScreen	N/A	2021-01-29	The OH Management should coach the relevant Agent on standard operating procedures for authenticating clients and for PHI disclosure.	2021-01-29	The OH Agent received appropriate coaching from the OH Management.
131	1-7729634519	2021-01-29	2021-01-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-01-29	Address inactivated. The OH Agent was unable to reach the client.
132	1-7729651075	2021-02-01	2021-02-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-01	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-01	Address inactivated. The OH Agent was unable to reach the client.
133	1-7729707645	2021-02-03	2021-02-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-03	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-02-03	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-02-03	Client did not want to update address.
134	1-7730094811	2021-02-17	2021-02-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-19	Address inactivated. The OH Agent was unable to reach the client.
135	1-7730094835	2021-02-17	2021-02-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-17	Address inactivated. The OH Agent was unable to reach the client.
136	1-7730105952	2021-02-18	2021-02-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-18	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-18	Confirm and update address as per client
137	1-7730167711	2021-02-24	2021-02-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-24	None Required	2021-02-24	Address inactivated. The OH Agent was unable to reach the client.

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138	1-7730228009	2021-02-25	2021-02-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-25	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-25	Address inactivated. The OH Agent was unable to reach the client.
139	1-7730228015	2021-02-25	2021-02-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-25	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-25	Address inactivated. The OH Agent was unable to reach the client.
140	1-7730240647	2021-02-26	2021-02-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-26	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-26	Address inactivated. No follow-up required. The client no longer lives in Ontario.
141	1-7730253962	2021-02-26	2021-02-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-02-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-02-26	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-02-26	Address inactivated. The OH Agent was unable to reach the client.
142	1-7730265116	2021-03-01	2021-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-04-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-01	Address inactivated. The OH Agent was unable to reach the client.
143	1-7730265116	2021-03-01	2021-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-04-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-01	Address inactivated. The OH Agent was unable to reach the client.
144	1-7730314566	2021-03-04	2021-03-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-04	Address inactivated - letter will not be returned.	N/A	2021-04-28	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-03-04	Client did not want to update address.
145	1-7730738044	2021-03-23	2021-03-23	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-23	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-23	Address inactivated. The OH Agent was unable to reach the client.
146	1-7730738044	2021-03-23	2021-03-23	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-23	None Required	2021-03-23	Address inactivated. No follow-up required. The client no longer lives in Ontario.
147	1-7730783429	2021-03-29	2021-03-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-29	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-29	Address inactivated. The OH Agent was unable to reach the client.
148	1-7730783429	2021-03-29	2021-03-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-29	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-29	Address inactivated. The OH Agent was unable to reach the client.
149	1-7730783749	2021-03-29	2021-03-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-29	Address inactivated. The OH Agent was unable to reach the client.
150	1-7730783749	2021-03-29	2021-03-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-04	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-29	Address inactivated. The OH Agent was unable to reach the client.

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151	1-7730783751	2021-03-29	2021-03-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-31	Address inactivated. The OH Agent was unable to reach the client.
152	1-7730783751	2021-03-29	2021-03-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-04	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-29	Address inactivated. The OH Agent was unable to reach the client.
153	1-7730844931	2021-03-30	2021-03-30	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-04-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-30	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-30	Address inactivated. The OH Agent was unable to reach the client.
154	1-7730844999	2021-03-30	2021-03-30	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-03-30	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-04-06	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-03-30	Address inactivated. The OH Agent was unable to reach the client.
155	1-7731423156	2021-04-07	2021-04-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-04-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-04-07	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-04-07	Address inactivated. No follow-up required. The client no longer lives in Ontario.
156	1-7731629715	2021-04-19	2021-04-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-04-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-04-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-04-19	Address inactivated. The OH Agent was unable to reach the client.
157	1-7731900173	2021-04-26	2021-04-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-04-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-04-26	The OH Agent called the client and updated the address.
158	1-7732492187	2021-05-03	2021-05-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-03	The OH was informed of breach via voice mail. Client refused to authenticate on call back. Unable to identify intended client.	N/A	2022-01-10	The OH Agent should inactivate address if client calls back.	2021-05-03	The OH Agent provided OH number.
159	1-7732492394	2021-05-03	2021-05-03	Authentication Error: Screening-related status/confirmation of PHI (i.e., policy breaches where the OH Agent did not authenticate as per standard operating procedures)	2021-05-03	The OH Agent logged the internal policy breach in InScreen.	N/A	2021-05-03	The OH Management should coach the relevant Agent on standard operating procedures for authenticating clients and for PHI disclosure.	2021-05-03	The OH Agent received appropriate coaching from the OH Management.
160	1-7732935286	2021-05-11	2021-05-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-11	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-07	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-05-11	Address inactivated. The OH Agent was unable to reach the client.
161	1-7733169875	2021-05-14	2021-05-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-14	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-05-14	The OH Agent should call client/PCP and update address.	2021-05-14	Address inactivated. The OH Agent was unable to reach the client.

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162	1-7733225542	2021-05-17	2021-05-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-17	The OH Agent Inactivated the incorrect address.	N/A	2021-05-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-05-17	Address inactivated. The OH Agent was unable to reach the client.
163	1-7733239555	2021-05-18	2021-05-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-18	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-05-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-05-18	Address inactivated. No follow-up required. The client no longer lives in Ontario.
164	1-7733239625	2021-05-18	2021-05-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-18	The OH Agent Inactivated the incorrect address.	N/A	2021-05-18	Inactivate incorrect address, letter was received by intended client opened	2021-05-18	Confirm and update address as per client
165	1-7733239645	2021-05-18	2021-05-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-05-18	he OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-05-18	Address inactivated. No follow-up required. The client no longer lives in Ontario.
166	1-7733258181	2021-05-19	2021-05-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-19	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-06-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-05-19	Address inactivated. The OH Agent was unable to reach the client.
167	1-7733335176	2021-05-25	2021-05-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-11-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-05-25	Address inactivated. The OH Agent was unable to reach the client.
168	1-7733391209	2021-05-26	2021-05-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-05-26	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-01-20	Address inactivated. The OH Agent was unable to reach the client.
169	1-7734072316	2021-06-02	2021-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-05	The OH Agent Inactivated the incorrect address.	N/A	2021-06-05	Incorrect address to be inactivated. OH to attempt to contact intended client.	2021-06-02	Address inactivated. The OH Agent was unable to reach the client.
170	1-7734072645	2021-06-02	2021-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-02	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-01-20	Address inactivated. The OH Agent was unable to reach the client.
171	1-7734072774	2021-06-02	2021-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-01-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-20	Address updated. The OH Agent was able to contact the client via number provided by their PCP.
172	1-7734326848	2021-06-03	2021-06-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-01-20	The OH Agent Inactivated the incorrect address.	N/A	2021-01-20	None Required	2021-06-03	Address inactivated. The OH Agent was unable to reach the client.

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173	1-7734372446	2021-06-07	2021-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-11	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-11	Address inactivated. The OH Agent was unable to reach the client.
174	1-7734445532	2021-06-09	2021-06-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-20	Address inactivated. The OH Agent was unable to reach the client.
175	1-7734445551	2021-06-09	2021-06-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-09	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-09	Address inactivated. No follow-up required. The client no longer lives in Ontario.
176	1-7734473450	2021-06-10	2021-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-10	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-10	Address inactivated. The OH Agent was unable to reach the client.
177	1-7734488647	2021-06-14	2021-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-15	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-07-22	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-06-14	Address inactivated. No follow-up required. The client no longer lives in Ontario.
178	1-7734488647	2021-06-14	2021-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-14	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-14	Address inactivated. The OH Agent was unable to reach the client.
179	1-7734488653	2021-06-14	2021-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-14	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-06-14	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-06-14	Address inactivated. No follow-up required. The client no longer lives in Ontario.
180	1-7734542871	2021-06-14	2021-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-14	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-08-17	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-06-14	Address inactivated. The OH Agent was unable to reach the client.
181	1-7734542958	2021-06-15	2021-06-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-15	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-08-17	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-08-17	Address inactivated. The OH Agent was unable to reach the client.
182	1-7734542958	2021-06-15	2021-06-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-15	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-08-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-15	Address inactivated. The OH Agent was unable to reach the client.
183	1-7734543312	2021-06-15	2021-06-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-06-15	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-15	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-15	Address inactivated. The OH Agent was unable to reach the client.

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184	1-7734543312	2021-06-15	2021-06-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-06-15	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-15	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-15	Address inactivated. The OH Agent was unable to reach the client.
185	1-7734671909	2021-06-16	2021-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-16	Address inactivated. The OH Agent was unable to reach the client.
186	1-7734671909	2021-06-16	2021-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-16	Address inactivated. The OH Agent was unable to reach the client.
187	1-7734672306	2021-06-16	2021-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-16	Address inactivated. The OH Agent was unable to reach the client.
188	1-7734672306	2021-06-16	2021-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-16	Address inactivated. The OH Agent was unable to reach the client.
189	1-7734703368	2021-06-21	2021-06-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-21	Address inactivated. The OH Agent was unable to reach the client.
190	1-7734766085	2021-06-23	2021-06-23	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-23	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-23	Address inactivated. The OH Agent was unable to reach the client.
191	1-7734874994	2021-06-23	2021-06-23	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-06-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-06-23	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-06-23	Address inactivated. No follow-up required. The client no longer lives in Ontario.
192	1-7735516187	2021-07-06	2021-07-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-06	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-06	Address inactivated. The OH Agent was unable to reach the client.
193	1-7735709408	2021-07-08	2021-07-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-08	OH to confirm address on file with the client, given that their mail was not received.	2021-07-08	Address inactivated. The OH Agent was unable to reach the client.
194	1-7735778654	2021-07-14	2021-07-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-07-14	The OH Agent inactivate the incorrect address. Unintended is sending letter to intended.	N/A	2021-07-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-07-14	Confirm and update address as per client
195	1-7735778738	2021-07-14	2021-07-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-14	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-07-14	Address inactivated. The OH Agent was unable to reach the client.

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196	1-7735897307	2021-07-15	2021-07-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-15	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-07-15	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-07-15	Address inactivated. The OH Agent was unable to reach the client.
197	1-7735914980	2021-07-16	2021-07-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-16	Address inactivated. The OH Agent was unable to reach the client.
198	1-7735915054	2021-07-16	2021-07-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-08-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-16	Address inactivated. The OH Agent was unable to reach the client.
199	1-7736019873	2021-07-20	2021-07-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-20	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-20	Address inactivated. The OH Agent was unable to reach the client.
200	1-7736020587	2021-07-21	2021-07-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-21	Address inactivated. The OH Agent was unable to reach the client.
201	1-7736044906	2021-07-22	2021-07-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-07-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-22	Address inactivated. The OH Agent was unable to reach the client.
202	1-7736117433	2021-07-27	2021-07-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-07-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-08	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-07-27	Address inactivated. The OH Agent was unable to reach the client.
203	1-7736589415	2021-08-03	2021-08-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-08-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-08-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	8/03/2021	Address inactivated. The OH Agent was unable to reach the client.
204	1-7737614050	2021-08-24	2021-08-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-08-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-08-24	The OH Agent called the client and updated the address.
205	1-7737666469	2021-08-31	2021-08-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-08-31	The OH Agent inactivated the incorrect address.	N/A	2021-08-31	Incorrect address to be inactivated. OH to attempt to contact intended client.	2021-08-31	Address inactivated. The Contact Centre Agent was unable to reach the client.
206	1-7738279333	2021-09-08	2021-09-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A	2021-09-20	The Contact Centre Agent should call client/PCP and update address.	2021-09-08	Confirm and update address as per client

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207	1-7738431896	2021-09-09	2021-09-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-09-09	Address inactivated - letter will not be returned.	N/A	2022-03-29	Contact Centre to confirm address on file with the client, given that their mail was not received.	2021-09-09	Address inactivated. The Contact Centre Agent was unable to obtain client's phone number from PCP.
208	1-7738474405	2021-09-13	2021-09-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-09-13	The Contact Centre Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-09-13	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-09-13	Address inactivated. The Contact Centre Agent was unable to reach the client.
209	1-7739756900	2021-10-04	2021-10-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-04	The Contact Centre Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-08	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-04	Address inactivated. The Contact Centre Agent was unable to reach the client.
210	1-7739757335	2021-10-05	2021-10-05	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
211	1-7739757695	2021-10-05	2021-10-05	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
212	1-7739757697	2021-10-05	2021-10-05	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
213	1-7739797173	2021-10-06	2021-10-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-06	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-06	Address inactivated. No follow-up required. The client no longer lives in Ontario.
214	1-7739920019	2021-10-08	2021-10-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-11-30	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-08	Address inactivated. The OH Agent was unable to reach the client.
215	1-7740141881	2021-10-13	2021-10-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-13	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-13	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-13	Address inactivated. The OH Agent was unable to reach the client.
216	1-7740410765	2021-10-20	2021-10-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-20	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-04-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-10-20	Address inactivated. The OH Agent was unable to reach the client.
217	1-7740556052	2021-10-20	2021-10-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-10-20	Address inactivated - letter will not be returned.	N/A	2021-10-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-10-20	The OH Agent called the client and updated the address.

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218	1-7740556261	2021-10-21	2021-10-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-21	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-10-21	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-10-21	Address inactivated. The OH Agent was unable to reach the client.
219	1-7740621154	2021-10-25	2021-10-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-25	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	10/25/2021	Address inactivated. No follow-up required. The client no longer lives in Ontario.
220	1-7740688389	2021-10-27	2021-10-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-10-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-10-27	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-10-27	Address inactivated. The OH Agent was unable to reach the client.
221	1-7741182803	2021-11-01	2021-11-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-12-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-11-01	Address inactivated. No follow-up required. The client no longer lives in Ontario.
222	1-7741182890	2021-11-01	2021-11-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-01	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-11-02	Address to be inactivated. The OH Agent should attempt to contact intended client.	11/1/2021	Address inactivated. No follow-up required. The client no longer lives in Ontario.
223	1-7741460843	2021-11-08	2021-11-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-11-08	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	11/08/2021	Address inactivated. No follow-up required. The client no longer lives in Ontario.
224	1-7741461707	2021-11-09	2021-11-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-14	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-11-09	Address inactivated. The OH Agent was unable to reach the client.
225	1-7741510946	2021-11-10	2021-11-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-12	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-11-10	Address inactivated. The OH Agent was unable to reach the client.
226	1-7741532945	2021-11-11	2021-11-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-11	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-11-23	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-11-23	Address inactivated. The OH Agent was unable to reach the client.
227	1-7741533091	2021-11-12	2021-11-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-19	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-11-12	Address inactivated. No follow-up required. The client no longer lives in Ontario.
228	1-7741778426	2021-11-18	2021-11-18	Authentication Error: Screening-related status/confirmation of PHI (i.e., policy breaches where the OH Agent did not authenticate as per standard operating procedures)	2021-11-18	The OH Agent logged the internal policy breach in InScreen.	N/A	2021-11-18	The OH Management should coach the relevant Agent on standard operating procedures for authenticating clients and for PHI disclosure.	2021-11-18	The OH Agent received appropriate coaching from the OH Management.

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229	1-7741778790	2021-11-18	2021-11-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-18	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-06-01	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-11-18	Confirm and update address as per client
230	1-7742004305	2021-11-19	2021-11-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-19	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-06-02	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-11-19	Client did not want to update address.
231	1-7742004599	2021-11-19	2021-11-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-19	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-11-19	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-11-19	Address inactivated. The OH Agent was unable to reach the client.
232	1-7742321584	2021-11-26	2021-11-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-25	The OH Agent was unable to locate client profile. Unintended Recipient asked to return letter.	N/A	2021-11-29	None Required	2021-11-29	None required.
233	1-7742340251	2021-11-29	2021-11-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-11-29	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-12-02	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-11-29	Address inactivated. The OH Agent was unable to reach the client.
234	1-7742904477	2021-12-03	2021-12-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-03	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2021-12-03	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2021-12-03	Address inactivated. The OH Agent was unable to reach the client.
235	1-7742948277	2021-12-06	2021-12-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-06	Address inactivated. The OH Agent was unable to reach the client.
236	1-7743018520	2021-12-07	2021-12-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-07	Address inactivated - letter will not be returned.	N/A	2021-12-15	Address to be inactivated. The OH Agent should attempt to contact intended client.	2021-12-07	Client did not want to update address.
237	1-7743027551	2021-12-08	2021-12-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-08	Address inactivated. The OH Agent was unable to reach the client.
238	1-7743571908	2021-12-17	2021-12-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-12-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-17	Address inactivated. The OH Agent was unable to reach the client.
239	1-7743572347	2021-12-17	2021-12-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-12-17	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-17	Address inactivated. The OH Agent was unable to reach the client.

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240	1-7743722241	2021-12-20	2021-12-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-20	The OH Agent inactivated the incorrect address.	N/A	2021-12-20	Inactivate incorrect address, letter was received by intended client opened	2021-12-20	Confirm and update address as per client
241	1-7743905168	2021-12-24	2021-12-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-12	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	12/24/2022	Address inactivated. The OH Agent was unable to reach the client.
242	1-7744028573	2021-12-30	2021-12-30	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-30	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-12-30	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-30	Address inactivated. The OH Agent was unable to reach the client.
243	1-7744028787	2021-12-30	2021-12-30	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-30	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-12-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-30	Address inactivated. The OH Agent was unable to reach the client.
244	1-7744449513	2021-12-31	2021-12-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2021-12-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-12-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2021-12-31	Address inactivated. The OH Agent was unable to reach the client.
245	1-7744491906	2022-01-04	2022-01-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-04	Address inactivated. The OH Agent was unable to reach the client.
246	1-7744538542	2022-01-06	2022-01-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-06	Address inactivated - letter will not be returned.	N/A	2022-03-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-01-06	Address inactivated. The OH Agent was unable to reach the client.
247	1-7744538699	2022-01-06	2022-01-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-06	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-06	Confirm and update address as per client
248	1-7744888050	2022-01-12	2022-01-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-12	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-12	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-01-12	Address inactivated. The OH Agent was unable to reach the client.
249	1-7744926699	2022-01-13	2022-01-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-13	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-24	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-13	Address inactivated. The OH Agent was unable to reach the client.
250	1-7745196531	2022-01-18	2022-01-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-18	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-18	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-18	Address inactivated. The OH Agent was unable to reach the client.

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251	1-7745196739	2022-01-18	2022-01-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-14	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	6/14/2022	Confirm and update address as per client
252	1-7745413924	2022-01-19	2022-01-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-19	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-19	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-03-24	Address inactivated. The OH Agent was unable to reach the client.
253	1-7745426023	2022-01-21	2022-01-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-21	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-21	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-01-21	Address inactivated. The OH Agent was unable to reach the client.
254	1-7745520813	2022-01-21	2022-01-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	6/17/2022	Confirm and update address as per client
255	1-7745584073	2022-01-25	2022-01-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-25	The OH Agent inactivated the incorrect address.	N/A	2022-01-25	Inactivate incorrect address, letter was received by intended client opened	2022-01-25	Address inactivated. The OH Agent was unable to reach the client.
256	1-7745688381	2022-01-31	2022-01-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-31	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-31	Address inactivated. No follow-up required. The client no longer lives in Ontario.
257	1-7745688631	2022-01-31	2022-01-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-31	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-01-31	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-01-31	Address inactivated. The OH Agent was unable to reach the client.
258	1-7746177163	2022-01-31	2022-01-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-01-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-01-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-01-31	Address inactivated. No follow-up required. The client no longer lives in Ontario.
259	1-7746177772	2022-02-01	2022-02-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-01	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-01	Address inactivated. The OH Agent was unable to reach the client.
260	1-7746188916	2022-02-01	2022-02-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-01	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-01	Address inactivated. No follow-up required. The client no longer lives in Ontario.
261	1-7746189437	2022-02-02	2022-02-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-02	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-03-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-02-02	Address inactivated. The OH Agent was unable to reach the client.

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262	1-774622665	2022-02-03	2022-02-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-08	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-03	Address inactivated. The OH Agent was unable to reach the client.
263	1-7746260862	2022-02-03	2022-02-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-03	Address inactivated. The OH Agent was unable to reach the client.
264	1-7746226728	2022-02-03	2022-02-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-03	Address inactivated. The OH Agent was unable to reach the client.
265	1-7746261011	2022-02-03	2022-02-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-03	Address inactivated. No follow-up required. The client no longer lives in Ontario.
266	1-7746327957	2022-02-07	2022-02-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-07	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-02-07	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-07	Address inactivated. No follow-up required. The client no longer lives in Ontario.
267	1-7746372248	2022-02-08	2022-02-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-08	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-08	Address inactivated. The OH Agent was unable to reach the client.
268	1-7746380033	2022-02-09	2022-02-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-09	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-09	Address inactivated. No follow-up required. The client no longer lives in Ontario.
269	1-7746380415	2022-02-09	2022-02-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-09	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-09	Address inactivated. No follow-up required. The client no longer lives in Ontario.
270	1-7746413085	2022-02-10	2022-02-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-10	The OH Agent inactivated the incorrect address.	N/A	2022-02-09	. Letter was received by intended client opened. The OH Agent should update address.	2022-02-10	Confirm and update address as per client
271	1-7746413377	2022-02-10	2022-02-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-10	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-10	Address inactivated. No follow-up required. The client no longer lives in Ontario.
272	1-7746534163	2022-02-15	2022-02-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-15	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-15	Address inactivated. The OH Agent was unable to reach the client.

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273	1-7746534544	2022-02-15	2022-02-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-15	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-02-16	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-02-15	Address inactivated. The OH Agent was unable to reach the client.
274	1-7746534628	2022-02-15	2022-02-15	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-15	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-02-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-02-15	Address inactivated. The OH Agent was unable to reach the client.
275	1-7746785344	2022-02-16	2022-02-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-16	Address inactivated. The OH Agent was unable to reach the client.
276	1-7746785350	2022-02-16	2022-02-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-16	Address inactivated. The OH Agent was unable to reach the client.
277	1-7746824251	2022-02-17	2022-02-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-28	Address inactivated. The OH Agent was unable to reach the client.
278	1-7747002304	2022-02-18	2022-02-18	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-18	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-24	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-18	Address inactivated. The OH Agent was unable to reach the client.
279	1-7747096130	2022-02-22	2022-02-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-15	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-22	Address inactivated. The OH Agent was unable to reach the client.
280	1-7747096188	2022-02-22	2022-02-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-22	Address inactivated. The OH Agent was unable to reach the client.
281	1-7747096547	2022-02-22	2022-02-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-22	Address inactivated. The OH Agent was unable to reach the client.
282	1-7747481532	2022-02-25	2022-02-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-02-25	Address inactivated. No follow-up required. The client no longer lives in Ontario.
283	1-7747526409	2022-02-28	2022-02-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-02-28	Address to be inactivated. The OH Agent should attempt to contact intended client.	2022-02-28	Address inactivated. The OH Agent was unable to reach the client.

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284	1-7747526447	2022-02-28	2022-02-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-02-28	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-02-28	Address to be inactivated. The OH Agent should attempt to contact intended client.	2022-02-28	Address inactivated. No follow-up required. The client no longer lives in Ontario.
285	1-7747526781	2022-03-01	2022-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-12	Address to be updated. The OH Agent should attempt to contact intended client.	2022-03-01	Confirm and update address as per client
286	1-7747965399	2022-03-01	2022-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-01	Address to be inactivated. The OH Agent should attempt to contact intended client.	2022-03-01	Address inactivated. No follow-up required. The client no longer lives in Ontario.
287	1-7747972069	2022-03-01	2022-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-01	Address to be inactivated. The OH Agent should attempt to contact intended client.	2022-03-01	Address inactivated. No follow-up required. The client no longer lives in Ontario.
288	1-7747972281	2022-03-01	2022-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2021-03-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-01	Address inactivated. The OH Agent was unable to reach the client.
289	1-7747972342	2022-03-01	2022-03-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-01	Address inactivated. The OH Agent was unable to reach the client.
290	1-7747972624	2022-03-02	2022-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-02	Address inactivated. The OH Agent was unable to reach the client.
291	1-7747972672	2022-03-02	2022-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-02	Address inactivated. The OH Agent was unable to reach the client.
292	1-7747972766	2022-03-02	2022-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-02	Address inactivated. No follow-up required. The client no longer lives in Ontario.
293	1-7747979599	2022-03-02	2022-03-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-02	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-02	Address inactivated. The OH Agent was unable to reach the client.
294	1-7748006094	2022-03-03	2022-03-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-03	Address inactivated. The OH Agent was unable to reach the client.

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295	1-7748034152	2022-03-03	2022-03-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-03	Address inactivated. No follow-up required. The client no longer lives in Ontario.
296	1-7748034293	2022-03-03	2022-03-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-16	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-03	Address inactivated. The OH Agent was unable to reach the client.
297	1-7748034385	2022-03-03	2022-03-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-03	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-03	Address inactivated. No follow-up required. The client no longer lives in Ontario.
298	1-7748056911	2022-03-04	2022-03-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-07	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-07	Address inactivated. The OH Agent was unable to reach the client.
299	1-7748056893	2022-03-04	2022-03-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-04	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-04	Address inactivated. The OH Agent was unable to reach the client.
300	1-7748057160	2022-03-04	2022-03-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-04	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-04	Address inactivated. The OH Agent was unable to reach the client.
301	1-7748061868	2022-03-04	2022-03-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-04	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-04	Address inactivated. The OH Agent was unable to reach the client.
302	1-7748087283	2022-03-07	2022-03-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-07	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-07	Address inactivated. The OH Agent was unable to reach the client.
303	1-7748128064	2022-03-07	2022-03-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-07	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-03-07	Address to be inactivated. The OH Agent should attempt to contact intended client.	2022-03-07	Address inactivated. No follow-up required. The client no longer lives in Ontario.
304	1-7748166842	2022-03-09	2022-03-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-10	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-03-09	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-03-10	Address inactivated. The OH Agent was unable to reach the client.
305	1-7748167078	2022-03-09	2022-03-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-09	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-03-09	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-03-09	Address inactivated. The OH Agent was unable to reach the client.

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306	1-7748188979	2022-03-10	2022-03-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-10	The OH Agent inactivated address. Unintended Recipient asked to return letter.	N/A	2022-03-10	Address to be inactivated. The OH Agent should attempt to contact intended client	2022-03-10	Address inactivated. No follow-up required. The client no longer lives in Ontario.
307	1-7748267187	2022-03-14	2022-03-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-14	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-14	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-14	Address inactivated. The OH Agent was unable to reach the client.
308	1-7748491320	2022-03-17	2022-03-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-17	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-17	Address inactivated. The OH Agent was unable to reach the client.
309	1-7748599108	2022-03-21	2022-03-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-21	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-21	Address inactivated. The OH Agent was unable to reach the client.
310	1-7748870215	2022-03-24	2022-03-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-11	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-07-11	Address inactivated. No follow-up required. The client no longer lives in Ontario.
311	1-7748988815	2022-03-28	2022-03-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-28	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-28	Address inactivated. The OH Agent was unable to reach the client.
312	1-7749067714	2022-03-30	2022-03-30	Authentication Error: Screening-related status/confirmation of PHI (i.e., policy breaches where the OH Agent did not authenticate as per standard operating procedures)	2022-03-30	The OH Agent logged the internal policy breach in InScreen.	N/A	2022-03-30	The OH Management should coach the relevant Agent on standard operating procedures for authenticating clients and for PHI disclosure.	2022-03-30	The OH Agent received appropriate coaching from the OH Management.
313	1-7749121383	2022-03-31	2022-03-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-05	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-31	Client did not want to update address.
314	1-7749121759	2022-03-31	2022-03-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-31	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-03-31	Address inactivated. The OH Agent was unable to reach the client.
315	1-7749121759	2022-03-31	2022-03-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-03-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-03-31	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-03-31	Address inactivated. The OH Agent was unable to reach the client.
316	1-7749610890	2022-04-01	2022-04-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-01	Address inactivated. The OH Agent was unable to reach the client.

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317	1-7749611339	2022-04-01	2022-04-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-01	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-01	Address inactivated. The OH Agent was unable to reach the client.
318	1-7749657111	2022-04-04	2022-04-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-04	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-04	Address inactivated. The OH Agent was unable to reach the client.
319	1-7749682943	2022-04-05	2022-04-05	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-05	The OH Agent inactivated the address. The Unintended Recipient was asked to return letter.	N/A	2022-04-05	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-05	Address inactivated. The OH Agent was unable to reach the client.
320	1-7749702895	2022-04-06	2022-04-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-06	Address inactivated. The OH Agent was unable to reach the client.
321	1-7749712831	2022-04-06	2022-04-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-06	The OH Agent inactivated the address. The Unintended Recipient was asked to return letter.	N/A	2022-04-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-06	Address inactivated. The OH Agent was unable to obtain client's phone number from PCP.
322	1-7749713065	2022-04-07	2022-04-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-07	The OH Agent inactivated the address. The Unintended Recipient was asked to return letter.	N/A	2022-04-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-07	Address inactivated. The OH Agent was unable to reach the client.
323	1-7749713685	2022-04-07	2022-04-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-07	Address inactivated. The OH Agent was unable to reach the client.
324	1-7749731375	2022-04-08	2022-04-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-08	Address inactivated. The OH Agent was unable to reach the client.
325	1-7749931199	2022-04-12	2022-04-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-12	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-12	Address inactivated. The OH Agent was unable to reach the client.
326	1-7750117664	2022-04-14	2022-04-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-04-14	The OH Agent uploaded the voicemail to an activity in InScreen, and hard deleted the voicemail from CCO's systems.	N/A	2022-06-16	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-14	The OH Agent called the client and updated their address.
327	1-7750226185	2022-04-19	2022-04-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-19	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-19	Address inactivated. The OH Agent was unable to reach the client.
328	1-7750226554	2022-04-19	2022-04-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-19	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-19	Address inactivated. The OH Agent was unable to reach the client.

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329	1-7750344428	2022-04-21	2022-04-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-21	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-21	Address inactivated. The OH Agent was unable to reach the client.
330	1-7750344775	2022-04-22	2022-04-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-22	Address inactivated. The OH Agent was unable to reach the client.
331	1-7750447262	2022-04-22	2022-04-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-22	Address inactivated. The OH Agent was unable to reach the client.
332	1-7750531215	2022-04-25	2022-04-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-25	Confirm and update address as per client
333	1-7750555901	2022-04-26	2022-04-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-26	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-26	Address inactivated. The OH Agent was unable to reach the client.
334	1-7750599478	2022-04-27	2022-04-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-27	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-27	Address inactivated. The OH Agent was unable to reach the client.
335	1-7750606441	2022-04-28	2022-04-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-28	Address inactivated. The OH Agent was unable to reach the client.
336	1-7750606614	2022-04-28	2022-04-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-28	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-28	Address inactivated. The OH Agent was unable to reach the client.
337	1-7751055125	2022-04-28	2022-04-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-28	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-28	Address inactivated. The OH Agent was unable to reach the client.
338	1-7751055446	2022-04-28	2022-04-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-28	Letter forwarded to client by PCP who received the letter.	N/A	2022-04-28	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-28	Confirm and update address as per client
339	1-7751068094	2022-04-29	2022-04-29	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-04-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-28	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-29	Address inactivated. No follow-up required. The client no longer lives in Ontario.

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340	1-7751074890	2022-04-29	2022-04-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-04-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-11	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-29	Address inactivated. The OH Agent was unable to reach the client.
341	1-7751074068	2022-04-29	2022-04-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-04-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-04-29	Address to be inactivated. The OH Agent should attempt to update the address.	2022-04-29	The OH Agent Update the address.
342	1-7751087327	2022-05-02	2022-05-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-04	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-02	Address inactivated. The OH Agent was unable to reach the client.
343	1-7751150128	2022-05-02	2022-05-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-17	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-02	Address inactivated. The OH Agent was unable to reach the client.
344	1-7751150318	2022-05-02	2022-05-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-02	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-02	Address inactivated. The OH Agent was unable to reach the client.
345	1-7751196453	2022-05-04	2022-05-04	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-04	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-04	Address inactivated. The OH Agent was unable to reach the client.
346	1-7751232215	2022-05-05	2022-05-05	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-05	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
347	1-7751268448	2022-05-06	2022-05-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-06	Address inactivated. No follow-up required. The client no longer lives in Ontario.
348	1-7751457509	2022-05-10	2022-05-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-10	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-10	Address inactivated. The OH Agent was unable to reach the client.
349	1-7751598275	2022-05-11	2022-05-11	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-11	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-05	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-11	Confirm and update address as per client
350	1-7751623788	2022-05-12	2022-05-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-18	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-12	Address inactivated. The OH Agent was unable to reach the client.

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351	1-7751657268	2022-05-12	2022-05-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-12	Address inactivated. The OH Agent was unable to reach the client.
352	1-7751657478	2022-05-12	2022-05-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-12	Confirm and update address as per client
353	1-7751657649	2022-05-12	2022-05-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-12	Address inactivated. The OH Agent was unable to reach the client.
354	1-7751657661	2022-05-12	2022-05-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-12	Confirm and update address as per client
355	1-7751657668	2022-05-12	2022-05-12	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-12	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-07-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-12	Confirm and update address as per client
356	1-7751700214	2022-05-13	2022-05-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-05-16	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-13	Address inactivated. The OH Agent was unable to reach the client.
357	1-7751700356	2022-05-13	2022-05-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-13	Confirm and update address as per client
358	1-7751700383	2022-05-13	2022-05-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-13	Confirm and update address as per client
359	1-7751711122	2022-05-16	2022-05-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-16	Address inactivated. The OH Agent was unable to reach the client.
360	1-7751761171	2022-05-16	2022-05-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-16	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-16	Address inactivated. The OH Agent was unable to reach the client.
361	1-7751791198	2022-05-17	2022-05-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-05-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-17	Confirm and update address as per client

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362	1-7751791281	2022-05-17	2022-05-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-17	Confirm and update address as per client
363	1-7751791288	2022-05-17	2022-05-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-17	Address inactivated. The OH Agent was unable to reach the client.
364	1-7751885082	2022-05-17	2022-05-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-17	Confirm and update address as per client
365	1-7751885098	2022-05-17	2022-05-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-17	Confirm and update address as per client
366	1-7751918701	2022-05-19	2022-05-19	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-19	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-19	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-19	Address inactivated. The OH Agent was unable to reach the client.
367	1-7751933127	2022-05-20	2022-05-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-29	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-20	Address inactivated. The OH Agent was unable to reach the client.
368	1-7751933709	2022-05-20	2022-05-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-05-20	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-20	Client did not want to update address.
369	1-7752027865	2022-05-25	2022-05-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-25	Address inactivated. The OH Agent was unable to reach the client.
370	1-7752027876	2022-05-25	2022-05-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-25	Address inactivated. The OH Agent was unable to reach the client.
371	1-7752054059	2022-05-25	2022-05-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-25	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-09	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-25	Address inactivated. The OH Agent was unable to reach the client.
372	1-7752054161	2022-05-25	2022-05-25	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-25	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-25	Address inactivated. The OH Agent was unable to reach the client.

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373	1-7752069713	2022-05-26	2022-05-26	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-26	Address inactivated. The OH Agent was unable to reach the client.
374	1-7752113147	2022-05-27	2022-05-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-05-27	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-27	Address inactivated. The OH Agent was unable to reach the client.
375	1-7752113376	2022-05-27	2022-05-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-05-27	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-27	Confirm and update address as per client
376	1-7752204202	2022-05-31	2022-05-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-31	Address inactivated. The OH Agent was unable to reach the client.
377	1-7752204541	2022-05-31	2022-05-31	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-05-31	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-16	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-31	Address inactivated. The OH Agent was unable to reach the client.
378	1-7752640121	2022-05-31	2022-05-31	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-05-31	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-31	Client did not want to update address.
379	1-7752640129	2022-05-31	2022-05-31	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-05-31	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-31	Client did not want to update address.
380	1-7752640166	2022-05-31	2022-05-31	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-05-31	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-02	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-05-31	Address inactivated. The OH Agent was unable to reach the client.
381	1-7752646210	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-23	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	Client did not want to update address.
382	1-7752646299	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	The OH Agent updated the address.
383	1-7752646179	2022-06-01	2022-06-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	Address inactivated. The OH Agent was unable to reach the client.

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384	1-7752646595	2022-06-01	2022-06-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	The OH Agent called the client and updated their address.
385	1-7752646662	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	Address inactivated. The OH Agent was unable to reach the client.
386	1-7752646669	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	The OH Agent called the client and updated their address.
387	1-7752652223	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	Address inactivated. The OH Agent was unable to reach the client.
388	1-7752652581	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	Address inactivated. The OH Agent was unable to reach the client.
389	1-7752652589	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	The OH Agent called the client and updated their address.
390	1-7752671353	2022-06-01	2022-06-01	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-01	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-01	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-01	Address inactivated. The OH Agent was unable to reach the client.
391	1-7752696697	2022-06-02	2022-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	The OH Agent called the client and updated their address.
392	1-7752696901	2022-06-02	2022-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-02	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-02	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	Address inactivated. The OH Agent was unable to reach the client.
393	1-7752702640	2022-06-02	2022-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2023-06-03	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	Address inactivated. The OH Agent was unable to reach the client.
394	1-7752707022	2022-06-02	2022-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-02	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	Address inactivated. The OH Agent was unable to reach the client.

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395	1-7752707028	2022-06-02	2022-06-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	Address inactivated. The OH Agent was unable to reach the client.
396	1-7752707092	2022-06-02	2022-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	Address inactivated. The OH Agent was unable to reach the client.
397	1-7752707113	2022-06-02	2022-06-02	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-02	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-02	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-02	Address inactivated. The OH Agent was unable to reach the client.
398	1-7752707868	2022-06-03	2022-06-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-03	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-03	Address inactivated. The OH Agent was unable to reach the client.
399	1-7752713370	2022-06-03	2022-06-03	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-03	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-03	Address inactivated. The OH Agent was unable to reach the client.
400	1-7752808583	2022-06-06	2022-06-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-06	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-06	Address inactivated. The OH Agent was unable to reach the client.
401	1-7752808697	2022-06-06	2022-06-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-06	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-16	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-06	The Contact Centre Agent called the client and updated their address.
402	1-7752808704	2022-06-06	2022-06-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-06	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-06-06	The OH Agent called the client and updated their address.
403	1-7752808741	2022-06-06	2022-06-06	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-06	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-17	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-06	Address inactivated. The OH Agent was unable to reach the client.
404	1-7752808875	2022-06-06	2022-06-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-06	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-06	The OH Agent called the client and updated their address.
405	1-7752814103	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.

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406	1-7752814426	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.
407	1-7752823050	2022-06-07	2022-06-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	The OH Agent called the client and updated their address.
408	1-7752823616	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The Contact Centre Agent was unable to reach the client.
409	1-7752823645	2022-06-07	2022-06-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-07	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-17	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-06-07	The Contact Centre Agent called the client and updated their address.
410	1-7752823661	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-06-07	Client did not want to update address.
411	1-7752823652	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-13	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The Contact Centre Agent was unable to reach the client.
412	1-7752823659	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-13	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The Contact Centre Agent was unable to reach the client.
413	1-7752823701	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-06-07	The Contact Centre Agent called the client and updated their address.
414	1-7752823766	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.
415	1-7752823894	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The Contact Centre Agent was unable to reach the client.
416	1-7752823942	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	The OH Agent called the client and updated their address.

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417	1-7752823915	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.
418	1-7752846116	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.
419	1-7752846174	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.
420	1-7752846243	2022-06-07	2022-06-07	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-07	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-07	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-07	Address inactivated. The OH Agent was unable to reach the client.
421	1-7752853706	2022-06-08	2022-06-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-08	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-08	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-08	The OH Agent called the client and updated their address.
422	1-7752871225	2022-06-08	2022-06-08	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-08	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-08	Address inactivated. The OH Agent was unable to reach the client.
423	1-7752871934	2022-06-09	2022-06-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-09	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-09	The OH Agent called the client and updated their address.
424	1-7752880613	2022-06-09	2022-06-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-09	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-09	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-09	Address inactivated. The OH Agent was unable to reach the client.
425	1-7752885314	2022-06-09	2022-06-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-09	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-09	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-09	Address inactivated. The OH Agent was unable to reach the client.
426	1-7752885364	2022-06-09	2022-06-09	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-09	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-09	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-09	Address inactivated. The OH Agent was unable to reach the client.
427	1-7752912056	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.

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428	1-7752912075	2022-06-10	2022-06-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	The OH Agent called the client and updated their address.
429	1-7752912096	2022-06-10	2022-06-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-14	The OH Agent called the client and updated their address.
430	1-7752912341	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
431	1-7752912909	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
432	1-7752912926	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
433	1-7752912932	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-22	Address inactivated. The OH Agent was unable to reach the client.
434	1-7752912939	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
435	1-7752912956	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
436	1-7752912973	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
437	1-7752918003	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-07-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Confirm and update address as per client
438	1-7752918010	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.

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439	1-7752918019	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
440	1-7752918345	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
441	1-7752918362	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
442	1-7752918403	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
443	1-7752918740	2022-06-10	2022-06-10	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-10	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-10	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-10	Address inactivated. The OH Agent was unable to reach the client.
444	1-7752927346	2022-06-13	2022-06-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-21	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-13	Address inactivated. The OH Agent was unable to reach the client.
445	1-7752927388	2022-06-13	2022-06-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-13	Address inactivated. The OH Agent was unable to reach the client.
446	1-7752927990	2022-06-13	2022-06-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-13	Address inactivated. The OH Agent was unable to reach the client.
447	1-7752975164	2022-06-13	2022-06-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-13	Address inactivated. The OH Agent was unable to reach the client.
448	1-7752975195	2022-06-13	2022-06-13	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-13	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-13	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-13	Address inactivated. The OH Agent was unable to reach the client.
449	1-7752975316	2022-06-14	2022-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-14	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-21	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-14	Address inactivated. The OH Agent was unable to reach the client.

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450	1-7752975343	2022-06-14	2022-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-14	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-22	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-21	Address inactivated. The OH Agent was unable to reach the client.
451	1-7752975858	2022-06-14	2022-06-14	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-14	The OH Agent inactivated the address. The Unintended Recipient was asked to return letter.	N/A	2022-06-14	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-14	Address inactivated. The OH Agent was unable to reach the client.
452	1-7753001950	2022-06-15	2022-06-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-06-15	The OH Agent inactivated the address. The Unintended Recipient was asked to return letter.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-15	Confirm and update address as per client
453	1-7753185360	2022-06-16	2022-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-16	Client did not want to update address.
454	1-7753185538	2022-06-16	2022-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-16	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-16	Address inactivated. The OH Agent was unable to reach the client.
455	1-7753185578	2022-06-16	2022-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-16	Address inactivated. The OH Agent was unable to reach the client.
456	1-7753185684	2022-06-16	2022-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-20	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-16	Address inactivated. The OH Agent was unable to reach the client.
457	1-7753185886	2022-06-16	2022-06-16	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-16	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-16	Address inactivated. The OH Agent was unable to reach the client.
458	1-7753416456	2022-06-17	2022-06-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-17	Address inactivated. The OH Agent was unable to reach the client.
459	1-7753416463	2022-06-17	2022-06-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-17	Address inactivated. The OH Agent was unable to reach the client.
460	1-7753416470	2022-06-17	2022-06-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-17	Address inactivated. The OH Agent was unable to reach the client.

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461	1-7753416508	2022-06-17	2022-06-17	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-17	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-23	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-17	Address inactivated. The OH Agent was unable to reach the client.
462	1-7753556361	2022-06-20	2022-06-20	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-20	Address inactivated. The OH Agent was unable to reach the client.
463	1-7753573137	2022-06-21	2022-06-21	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-21	Address inactivated. The OH Agent was unable to reach the client.
464	1-7753659384	2022-06-22	2022-06-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-22	The OH Agent inactivated the incorrect address. The Unintended Recipient was asked to return letter.	N/A	2022-07-11	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-22	Address inactivated. The OH Agent was unable to reach the client.
465	1-7753679421	2022-06-22	2022-06-22	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-22	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-22	Address inactivated. The OH Agent was unable to reach the client.
466	1-7753699105	2022-06-23	2022-06-23	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-23	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-23	Address inactivated. No follow-up required. The client no longer lives in Ontario.
467	1-7753699887	2022-06-23	2022-06-23	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-27	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-23	Address inactivated. No follow-up required. The client no longer lives in Ontario.
468	1-7753797181	2022-06-24	2022-06-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-24	Address inactivated. No follow-up required. The client no longer lives in Ontario.
469	1-7753797192	2022-06-24	2022-06-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-24	The OH Agent inactivated the incorrect address. The Unintended Recipient was asked to return letter.	N/A	2022-06-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-24	Address inactivated. The OH Agent was unable to reach the client.
470	1-7753797210	2022-06-24	2022-06-24	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-24	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-24	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-24	Address inactivated. The OH Agent was unable to reach the client.
471	1-7753857042	2022-06-27	2022-06-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-30	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-27	Address inactivated. The OH Agent was unable to reach the client.

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472	1-7753857089	2022-06-27	2022-06-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-30	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-04	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-27	Confirm and update address as per client
473	1-7753857389	2022-06-27	2022-06-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-27	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-06-27	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-27	Address inactivated. No follow-up required. The client no longer lives in Ontario.
474	1-7752696648	2022-06-27	2022-06-27	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-27	The OH Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A	2022-06-27	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-27	Address inactivated. The OH Agent was unable to reach the client.
475	1-7753888209	2022-06-28	2022-06-28	Misdirected Communication: Client's Invitation/Reminder Letter for Screening Program eligibility, address, and screening status.	2022-06-28	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-28	Address inactivated. The OH Agent was unable to reach the client.
476	1-7753888299	2022-06-28	2022-06-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-07-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2022-07-06	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-06-28	Address inactivated. The OH Agent was unable to reach the client.
477	1-7754520751	2022-07-04	2022-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-04	2022-07-05	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-04	Address inactivated. The Contact Centre Agent was unable to reach the client.
478	1-7754520898	2022-07-04	2022-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-04	2022-07-04	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-04	Address inactivated. No follow-up required. The client no longer lives in Ontario.
479	1-7754608283	2022-07-04	2022-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-04	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-04	2022-07-04	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-04	Address inactivated. No follow-up required. The client no longer lives in Ontario.
480	1-7754680297	2022-07-05	2022-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-05	2022-07-05	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
481	1-7754680523	2022-07-05	2022-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-05	2022-07-05	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-18	Address inactivated. The Contact Centre Agent was unable to reach the client.

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482	1-7754680943	2022-07-05	2022-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-05	2022-07-05	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
483	1-7754701243	2022-07-05	2022-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-05	2022-07-05	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-05	Address inactivated. The Contact Centre Agent was unable to reach the client.
484	1-7754701311	2022-07-05	2022-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-05	2022-07-14	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-05	Address inactivated. The Contact Centre Agent was unable to reach the client.
485	1-7754701553	2022-07-05	2022-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-05	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-05	2022-07-06	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-05	Address inactivated. The Contact Centre Agent was unable to reach the client.
486	1-7754701693	2022-07-06	2022-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-06	2022-07-06	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-05	Address inactivated. No follow-up required. The client no longer lives in Ontario.
487	1-7754707469	2022-07-06	2022-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-06	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-06	2022-07-06	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-06	Address inactivated. The Contact Centre Agent was unable to reach the client.
488	1-7754749823	2022-07-07	2022-07-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-07	2022-08-04	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-07	Address inactivated. The Contact Centre Agent was unable to reach the client.
489	1-7754754063	2022-07-07	2022-07-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-12	2022-07-12	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-07	Address inactivated. The Contact Centre Agent was unable to reach the client.
490	1-7754754482	2022-07-07	2022-07-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-07	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-07	2022-07-07	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-07	Address inactivated. The Contact Centre Agent was unable to reach the client.

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491	1-7754816294	2022-07-12	2022-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-12	2022-07-12	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-12	Address inactivated. The Contact Centre Agent was unable to reach the client.
492	1-7754840453	2022-07-12	2022-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-12	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-12	2022-08-03	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-12	Confirm and update address as per client
493	1-7754874106	2022-07-13	2022-07-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-13	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-13	2022-07-14	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-13	Address inactivated. The Contact Centre Agent was unable to reach the client.
494	1-7755100095	2022-07-15	2022-07-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-15	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-15	2022-07-15	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-13	Address inactivated. The Contact Centre Agent was unable to reach the client.
495	1-7755100182	2022-07-15	2022-07-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-15	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-15	2022-07-15	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-15	Address inactivated. The Contact Centre Agent was unable to reach the client.
496	1-7755142345	2022-07-18	2022-07-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-18	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-21	2022-07-21	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-07-21	Address inactivated. The Contact Centre Agent was unable to reach the client.
497	1-7755698686	2022-07-26	2022-07-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-26	2022-07-26	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-26	Address inactivated. No follow-up required. The client no longer lives in Ontario.
498	1-7755802971	2022-07-26	2022-07-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-26	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-26	2022-07-26	The Contact Centre Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2022-07-28	Address inactivated. The Contact Centre Agent was unable to reach the client.
499	1-7756295720	2022-07-29	2022-07-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-07-29	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	2022-07-29	2022-08-03	Address to be inactivated. The Contact Centre Agent should attempt to contact the intended client.	2022-08-03	Address inactivated. The Contact Centre Agent was unable to reach the client.

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500 ⁴	1-7752707750	2022-06-03	2022-06-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-06-03	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to return the letter.	2022-06-03	2022-06-24	Address to be inactivated. Unintended recipient to be provided with information for Service Ontario, Service Canada, OPP and the Canadian Anti-Fraud Centre to address their concerns with regards to fraudulent activity.	2022-06-24	Address inactivated. The Contact Centre Agent was unable to reach the unintended recipient to provide additional information. Contact Centre Agent unable to contact client, as phone number was duplicate of unintended

Suspected Breaches

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1	1-7195602125	2019-11-04	2019-11-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-04	Suspected Breach Correct Address on file	N/A	2019-11-04	OH to confirm address on file with the client, given that their mail was not received.	2019-11-04	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
2	1-7202936970	2019-11-05	2019-11-05	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-11-05	Suspected Breach Correct Address on file	N/A	2019-11-05	OH to confirm address on file with the client, given that their mail was not received.	2020-11-05	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
3	1-7202936970	2019-11-05	2019-11-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-05	Suspected Breach Correct Address on file	N/A	2019-11-05	OH to confirm address on file with the client, given that their mail was not received.	2019-11-05	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
4	1-7205086194	2019-11-06	2019-11-06	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-11-06	Suspected Breach Correct Address on file	N/A	2019-11-06	OH to confirm address on file with the client, given that their mail was not received.	2019-11-06	The OH Agent confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request and updated client's address

⁴ Incident was added to breach log after first IPC comments received on May 17, 2023.

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5	1-7205086194	2019-11-06	2019-11-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-06	Suspected Breach Wrong Address on file	N/A	2019-11-06	OH to confirm address on file with the client, given that their mail was not received.	2019-11-06	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
6	1-7210163237	2019-11-07	2019-11-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-07	Suspected Breach Correct Address on file	N/A	2019-11-07	OH to confirm address on file with the client, given that their mail was not received.	2019-11-12	The OH agent confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request and updated client's address
7	1-7210181403	2019-11-07	2019-11-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-07	Suspected Breach Correct Address on file	N/A	2019-11-07	OH to confirm address on file with the client, given that their mail was not received.	2019-11-07	The OH Agent confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
8	1-7210163237	2019-11-07	2019-11-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-07	Suspected Breach Correct Address on file	NA	2019-11-07	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-07	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
9	1-7210181403	2019-11-07	2019-11-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-07	Suspected Breach Correct Address on file	N/A	2019-11-07	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-07	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
10	1-7212915052	2019-11-11	2019-11-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-11	Suspected Breach Correct Address on file	N/A	2019-11-11	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-11	The Contact Centre Agent confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
11	1-7212915052	2019-11-11	2019-11-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-11	Suspected Breach Correct Address on file	N/A	2019-11-11	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-11	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
12	1-7222643885	2019-11-12	2019-11-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-12	Suspected Breach Correct Address on file	N/A	2019-11-12	OH to confirm address on file with the client, given that their mail was not received.	2019-11-27	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
13	1-7225168163	2019-11-13	2019-11-13	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-11-13	Suspected Breach Correct Address on file	N/A	2019-11-13	OH to confirm address on file with the client, given that their mail was not received.	2019-11-13	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.

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14	1-7225168163	2019-11-13	2019-11-13	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-11-13	Suspected Breach Correct Address on file	N/A	2019-11-13	OH to confirm address on file with the client, given that their mail was not received.	2019-11-13	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
15	1-7225199824	2019-11-14	2019-11-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-14	Suspected Breach Correct Address on file	N/A	2019-11-14	OH to confirm address on file with the client, given that their mail was not received.	2019-11-14	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
16	1-7225199824	2019-11-14	2019-11-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-14	Suspected Breach Correct Address on file	N/A	2019-11-14	OH to confirm address on file with the client, given that their mail was not received.	2019-11-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
17	1-7230549381	2019-11-18	2019-11-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-18	Suspected Breach Correct Address on file	N/A	2019-11-18	OH to confirm address on file with the client, given that their mail was not received.	2019-11-18	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
18	1-7237996951	2019-11-18	2019-11-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-18	Suspected Breach Correct Address on file	N/A	2019-11-21	OH to confirm address on file with the client, given that their mail was not received.	2019-11-18	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
19	1-7230549381	2019-11-18	2019-11-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-18	Suspected Breach Correct Address on file	N/A	2019-11-18	OH to confirm address on file with the client, given that their mail was not received.	2019-11-18	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
20	1-7237996951	2019-11-18	2019-11-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-18	Suspected Breach Correct Address on file	N/A	2019-11-18	OH to confirm address on file with the client, given that their mail was not received.	2019-11-18	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
21	1-7237997233	2019-11-19	2019-11-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-19	Suspected Breach Correct Address on file	N/A	2019-11-22	OH to confirm address on file with the client, given that their mail was not received.	2019-11-19	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
22	1-7237997233	2019-11-19	2019-11-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-19	Suspected Breach Wrong Address on file	N/A	2019-11-19	OH to confirm address on file with the client, given that their mail was not received.	2019-11-19	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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23	1-7240412692	2019-11-19	2019-11-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-19	Suspected Breach Wrong Address on file	N/A	2019-11-20	OH to confirm address on file with the client, given that their mail was not received.	2022-11-19	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
24	1-7240413178	2019-11-20	2019-11-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-20	Suspected Breach Correct Address on file	N/A	2019-11-25	OH to confirm address on file with the client, given that their mail was not received.	2019-11-20	The OH Agent confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request and updated client's address
25	1-7240413178	2019-11-20	2019-11-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-20	Suspected Breach Wrong Address on file	N/A	2019-11-20	OH to confirm address on file with the client, given that their mail was not received.	2019-11-20	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
26	1-7242980878	2019-11-21	2019-11-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-21	Suspected Breach Wrong Address on file	N/A	2019-11-21	OH to confirm address on file with the client, given that their mail was not received.	2019-11-21	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
27	1-7256622751	2019-11-25	2019-11-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-25	Suspected Breach Correct Address on file	N/A	2019-11-28	OH to confirm address on file with the client, given that their mail was not received.	2019-11-25	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
28	1-7256622751	2019-11-25	2019-11-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-25	Suspected Breach Correct Address on file	N/A	2019-11-25	OH to confirm address on file with the client, given that their mail was not received.	2019-11-25	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
29	1-7256623087	2019-11-25	2019-11-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-25	Suspected Breach Correct Address on file	N/A	2019-11-25	OH to confirm address on file with the client, given that their mail was not received.	2019-12-19	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
30	1-7256813507	2019-11-26	2019-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-26	Suspected Breach Correct Address on file	N/A	2019-11-29	OH to confirm address on file with the client, given that their mail was not received.	2019-11-26	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
31	1-7259268428	2019-11-26	2019-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-26	Suspected Breach Correct Address on file	N/A	2019-11-26	OH to confirm address on file with the client, given that their mail was not received.	2019-11-26	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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32	1-7256814112	2019-11-26	2019-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-29	Suspected Breach Correct Address on file	N/A	2019-11-29	OH to confirm address on file with the client, given that their mail was not received.	2019-11-26	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
33	1-7256813507	2019-11-26	2019-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-26	Suspected Breach Correct Address on file	N/A	2019-11-26	OH to confirm address on file with the client, given that their mail was not received.	2019-11-26	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
34	1-7256814112	2019-11-26	2019-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-26	Suspected Breach Correct Address on file	N/A	2019-11-26	OH to confirm address on file with the client, given that their mail was not received.	2019-11-26	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
35	1-7259268428	2019-11-26	2019-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-26	Suspected Breach Correct Address on file	N/A	2019-11-26	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-26	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
36	1-7261920563	2019-11-27	2019-11-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-27	Suspected Breach Correct Address on file	N/A	2019-11-27	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-27	The Contact Centre Agent confirmed that the address on file was not a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request and updated client's address
37	1-7261920563	2019-11-27	2019-11-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-27	Suspected Breach Correct Address on file	N/A	2019-11-27	Contact Centre to confirm address on file with the client, given that their mail was not received.	2019-11-27	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
38	1-7261920658	2019-11-27	2019-11-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-27	Suspected Breach Correct Address on file	N/A	2019-11-27	OH to confirm address on file with the client, given that their mail was not received.	2019-11-27	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
39	1-7265222435	2019-11-28	2019-11-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-11-28	Suspected Breach Correct Address on file	N/A	2019-11-28	OH to confirm address on file with the client, given that their mail was not received.	2019-11-28	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
40	1-7276323351	2019-12-03	2019-12-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-03	Suspected Breach Correct Address on file	N/A	2019-12-03	OH to confirm address on file with the client, given that their mail was not received.	2019-12-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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41	1-7281494386	2019-12-05	2019-12-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-05	Suspected Breach Correct Address on file	N/A	2019-12-05	OH to confirm address on file with the client, given that their mail was not received.	2019-12-05	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
42	1-7329744620	2019-12-23	2019-12-23	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-12-16	Suspected Breach Correct Address on file	N/A	2019-12-23	OH to confirm address on file with the client, given that their mail was not received.	2019-12-23	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
43	1-7329744620	2019-12-23	2019-12-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-23	Suspected Breach Correct Address on file	N/A	2019-12-23	OH to confirm address on file with the client, given that their mail was not received.	2019-12-23	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
44	1-7329744727	2019-12-23	2019-12-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-23	Suspected Breach Wrong Address on file	N/A	2019-12-23	OH to confirm address on file with the client, given that their mail was not received.	2019-12-23	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
45	1-7329744740	2019-12-23	2019-12-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-23	Suspected Breach Correct Address on file	N/A	2019-12-23	OH to confirm address on file with the client, given that their mail was not received.	2019-12-23	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
46	1-7338688935	2019-12-30	2019-12-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-30	Suspected Breach Correct Address on file	N/A	2019-12-30	OH to confirm address on file with the client, given that their mail was not received.	2019-12-30	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
47	1-7345166496	2019-12-30	2019-12-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-30	Suspected Breach Correct Address on file	N/A	2019-12-30	OH to confirm address on file with the client, given that their mail was not received.	2019-12-30	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
48	1-7338688935	2019-12-30	2019-12-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-30	Suspected Breach Correct Address on file	N/A	2019-12-30	OH to confirm address on file with the client, given that their mail was not received.	2019-12-30	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
49	1-7345166496	2019-12-30	2019-12-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-30	Suspected Breach Correct Address on file	N/A	2019-12-30	OH to confirm address on file with the client, given that their mail was not received.	2019-12-30	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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50	1-7345167189	2019-12-31	2019-12-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-31	Suspected Breach Correct Address on file	N/A	2019-12-31	OH to confirm address on file with the client, given that their mail was not received.	2019-12-31	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
51	1-7345167189	2019-12-31	2019-12-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-12-31	Suspected Breach Correct Address on file	N/A	2019-12-31	OH to confirm address on file with the client, given that their mail was not received.	2019-12-31	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
52	1-7355218403	2020-01-03	2020-01-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-03	Suspected Breach Correct Address on file	N/A	2020-01-03	OH to confirm address on file with the client, given that their mail was not received.	2020-01-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
53	1-7370868768	2020-01-08	2020-01-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-08	Suspected Breach Correct Address on file	N/A	2020-01-08	OH to confirm address on file with the client, given that their mail was not received.	2020-01-08	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
54	1-7370868768	2020-01-08	2020-01-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-08	Suspected Breach Correct Address on file	N/A	2020-01-08	OH to confirm address on file with the client, given that their mail was not received.	2020-01-08	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
55	1-7374913483	2020-01-09	2020-01-09	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-01-09	Suspected Breach Correct Address on file	N/A	2020-01-09	OH to confirm address on file with the client, given that their mail was not received.	2020-01-09	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
56	1-7374913643	2020-01-09	2020-01-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-09	Suspected Breach Correct Address on file	N/A	2020-01-09	OH to confirm address on file with the client, given that their mail was not received.	2020-01-09	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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57	1-7374913483	2020-01-09	2020-01-09	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-01-09	Suspected Breach Correct Address on file	N/A	2020-01-09	OH to confirm address on file with the client, given that their mail was not received.	2020-01-09	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
58	1-7374913643	2020-01-09	2020-01-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-09	Suspected Breach Correct Address on file	N/A	2020-01-09	OH to confirm address on file with the client, given that their mail was not received.	2020-01-09	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
59	1-7379737321	2020-01-13	2020-01-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-13	Suspected Breach Correct Address on file	N/A	2020-01-13	OH to confirm address on file with the client, given that their mail was not received.	2020-01-13	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
60	1-7379737321	2020-01-13	2020-01-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-13	Suspected Breach Correct Address on file	N/A	2020-01-13	OH to confirm address on file with the client, given that their mail was not received.	2020-01-13	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
61	1-7398553564	2020-01-14	2020-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	None Required	2020-01-14	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
62	1-7398553876	2020-01-14	2020-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	None Required	2020-01-14	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
63	1-7398554036	2020-01-14	2020-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	OH to confirm address on file with the client, given that their mail was not received.	2020-01-14	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
64	1-7398553564	2020-01-14	2020-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	OH to confirm address on file with the client, given that their mail was not received.	2020-01-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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65	1-7398553876	2020-01-14	2020-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	OH to confirm address on file with the client, given that their mail was not received.	2020-01-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
66	1-7398554036	2020-01-14	2020-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	OH to confirm address on file with the client, given that their mail was not received.	2020-01-14	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
67	1-7403564805	2020-01-15	2020-01-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-15	Suspected Breach Wrong Address on file	N/A	2020-01-15	OH to confirm address on file with the client, given that their mail was not received.	2020-01-15	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request. updated client's address
68	1-7403564825	2020-01-15	2020-01-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-15	Suspected Breach Wrong Address on file	N/A	2020-01-15	OH to confirm address on file with the client, given that their mail was not received.	2020-01-15	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
69	1-7429761816	2020-01-20	2020-01-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-20	Suspected Breach Correct Address on file	N/A	2020-01-20	None Required	2020-01-20	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
70	1-7429762130	2020-01-20	2020-01-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-20	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-20	Address inactivated. The OH Agent was unable to reach the client.
71	1-7429761816	2020-01-20	2020-01-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-20	Suspected Breach Correct Address on file	N/A	2020-01-20	OH to confirm address on file with the client, given that their mail was not received.	2020-01-20	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
72	1-7440593492	2020-01-21	2020-01-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-21	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-22	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-22	Address inactivated. The OH Agent was unable to reach the client.
73	1-7469515921	2020-01-23	2020-01-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-23	The OH Agent inactivated the incorrect address. Unintended Recipient instructed to destroy letter.	N/A	2020-01-27	The OH Agent should attempt to contact intended client and update address. Client Address should be inactivated.	2020-01-27	Address inactivated. The OH Agent was unable to reach the client.

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74	1-7446300428	2020-01-23	2020-01-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-23	Suspected Breach Correct Address on file	N/A	2020-01-23	None Required	2020-01-23	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
75	1-7446300428	2020-01-23	2020-01-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-23	Suspected Breach Correct Address on file	N/A	2020-01-23	OH to confirm address on file with the client, given that their mail was not received.	2020-01-23	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
76	1-7452121100	2020-01-24	2020-01-24	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-01-24	Suspected Breach Wrong Address on file	N/A	2020-01-24	OH to confirm address on file with the client, given that their mail was not received.	2020-01-24	OH confirmed that the address on file was not a match with the client's address. The client declined to receive their correspondence because they already have the information.
77	1-7469699161	2020-01-28	2020-01-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-28	Suspected Breach Correct Address on file	N/A	2020-01-28	None Required	2020-01-28	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
78	1-7469699161	2020-01-28	2020-01-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-28	Suspected Breach Correct Address on file	N/A	2020-01-28	OH to confirm address on file with the client, given that their mail was not received.	2020-01-28	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
79	1-7494777893	2020-01-31	2020-01-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-31	Suspected Breach Correct Address on file	N/A	2020-01-31	None Required	2020-01-31	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
80	1-7494777893	2020-01-31	2020-01-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-31	Suspected Breach Correct Address on file	N/A	2020-01-31	OH to confirm address on file with the client, given that their mail was not received.	2020-01-31	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
81	1-7494777916	2020-01-31	2020-01-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-01-31	Suspected Breach Correct Address on file	N/A	2020-02-03	OH to confirm address on file with the client, given that their mail was not received.	2020-01-31	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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82	1-7514053873	2020-02-03	2020-02-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-03	Suspected Breach Correct Address on file	N/A	2020-02-03	None Required	2020-02-03	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
83	1-7514053740	2020-02-03	2020-02-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-03	Suspected Breach Correct Address on file	N/A	2020-02-03	OH to confirm address on file with the client, given that their mail was not received.	2020-02-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
84	1-7514053873	2020-02-03	2020-02-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-03	Suspected Breach Correct Address on file	N/A	2020-02-03	OH to confirm address on file with the client, given that their mail was not received.	2020-02-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
85	1-7520567676	2020-02-04	2020-02-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-04	Suspected Breach Correct Address on file	N/A	2020-02-04	None Required	2020-02-04	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
86	1-7520568163	2020-02-04	2020-02-04	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-02-04	Suspected Breach Correct Address on file	N/A	2020-02-04	None Required	2020-02-04	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
87	1-7520567676	2020-02-04	2020-02-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-04	Suspected Breach Correct Address on file	N/A	2020-02-04	OH to confirm address on file with the client, given that their mail was not received.	2020-02-04	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
88	1-7520568163	2020-02-04	2020-02-04	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-02-04	Suspected Breach Correct Address on file	N/A	2020-02-04	OH to confirm address on file with the client, given that their mail was not received.	2020-02-04	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
89	1-7526680222	2020-02-05	2020-02-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-05	Suspected Breach Correct Address on file	N/A	2020-02-05	None Required	2020-02-05	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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90	1-7526680222	2020-02-05	2020-02-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-05	Suspected Breach Correct Address on file	N/A	2020-02-05	OH to confirm address on file with the client, given that their mail was not received.	2020-02-05	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
91	1-7526715862	2020-02-06	2020-02-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-06	Suspected Breach Correct Address on file	N/A	2020-02-06	None Required	2020-02-06	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
92	1-7526715604	2020-02-06	2020-02-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-06	Suspected Breach Correct Address on file	N/A	2020-02-06	OH to confirm address on file with the client, given that their mail was not received.	2020-02-06	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
93	1-7526715862	2020-02-06	2020-02-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-06	Suspected Breach Correct Address on file	N/A	2020-02-06	OH to confirm address on file with the client, given that their mail was not received.	2020-02-06	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
94	1-7533062792	2020-02-07	2020-02-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-07	Suspected Breach Correct Address on file	N/A	2020-02-07	None Required	2020-02-07	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
95	1-7533062792	2020-02-07	2020-02-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-07	Suspected Breach Correct Address on file	N/A	2020-02-07	OH to confirm address on file with the client, given that their mail was not received.	2020-02-07	OH received voicemail from client and attempted to contact client to address correspondence issues. Attempt unsuccessful. OH left voicemail which was never returned.
96	1-7553832333	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	None Required	2020-02-11	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
97	1-7556766617	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	None Required	2020-02-11	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.

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98	1-755676660	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	None Required	2020-02-11	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
99	1-7556766712	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	None Required	2020-02-11	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
100	1-7553832333	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-03-04	OH to confirm address on file with the client, given that their mail was not received.	2020-02-11	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
101	1-7556766617	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	OH to confirm address on file with the client, given that their mail was not received.	2020-02-11	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
102	1-7556766660	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	OH to confirm address on file with the client, given that their mail was not received.	2020-02-11	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
103	1-7556766712	2020-02-11	2020-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-11	Suspected Breach Correct Address on file	N/A	2020-02-11	OH to confirm address on file with the client, given that their mail was not received.	2020-02-11	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
104	1-7556767313	2020-02-12	2020-02-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-12	Suspected Breach Correct Address on file	N/A	2020-02-12	None Required	2020-02-12	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
105	1-7559893204	2020-02-12	2020-02-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-12	Suspected Breach Correct Address on file	N/A	2020-02-12	None Required	2020-02-12	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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106	1-7556767313	2020-02-12	2020-02-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-12	Suspected Breach Correct Address on file	N/A	2020-02-12	OH to confirm address on file with the client, given that their mail was not received.	2020-02-12	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
107	1-7559893204	2020-02-12	2020-02-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-12	Suspected Breach Correct Address on file	N/A	2020-02-12	OH to confirm address on file with the client, given that their mail was not received.	2020-02-12	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
108	1-7563360610	2020-02-13	2020-02-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-13	Suspected Breach Correct Address on file	N/A	2020-02-13	None Required	2020-02-13	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
109	1-7563360610	2020-02-13	2020-02-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-13	Suspected Breach Correct Address on file	N/A	2020-02-13	OH to confirm address on file with the client, given that their mail was not received.	2020-02-13	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
110	1-7582486091	2020-02-20	2020-02-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-20	Suspected Breach Incorrect Address on file	N/A	2020-02-20	OH to confirm address on file with the client, given that their mail was not received.	2020-02-20	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
111	1-7598891687	2020-02-24	2020-02-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-24	Suspected Breach Correct Address on file	N/A	2020-02-24	None Required	2020-02-24	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
112	1-7598891687	2020-02-24	2020-02-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-24	Suspected Breach Correct Address on file	N/A	2020-02-24	OH to confirm address on file with the client, given that their mail was not received.	2020-02-24	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
113	1-7605264844	2020-02-26	2020-02-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-26	Suspected Breach Correct Address on file	N/A	2020-02-26	None Required	2020-02-26	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
114	1-7605264886	2020-02-26	2020-02-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-26	Suspected Breach Correct Address on file	N/A	2020-02-26	None Required	2020-02-26	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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115	1-7605264844	2020-02-26	2020-02-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-26	Suspected Breach Correct Address on file	N/A	2020-02-26	OH to confirm address on file with the client, given that their mail was not received.	2020-02-26	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
116	1-7605264886	2020-02-26	2020-02-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-26	Suspected Breach Correct Address on file	N/A	2020-02-26	OH to confirm address on file with the client, given that their mail was not received.	2020-02-26	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
117	1-7608906677	2020-02-27	2020-02-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-27	Suspected Breach Correct Address on file	N/A	2020-02-27	None Required	2020-02-27	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
118	1-7608906677	2020-02-27	2020-02-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-02-27	Suspected Breach Correct Address on file	N/A	2020-02-27	OH to confirm address on file with the client, given that their mail was not received.	2020-02-27	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
119	1-7622300514	2020-03-02	2020-03-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-02	Suspected Breach Correct Address on file	N/A	2020-03-02	OH to confirm address on file with the client, given that their mail was not received.	2020-03-02	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
120	1-7625260928	2020-03-03	2020-03-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-03	Suspected Breach Correct Address on file	N/A	2020-03-03	OH to confirm address on file with the client, given that their mail was not received.	2020-03-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
121	1-7628445778	2020-03-04	2020-03-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-04	Suspected Breach Correct Address on file	N/A	2020-03-04	None Required	2020-03-04	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
122	1-7628481411	2020-03-04	2020-03-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-04	Suspected Breach Correct Address on file	N/A	2020-03-04	None Required	2020-03-04	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
123	1-7628445778	2020-03-04	2020-03-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-04	Suspected Breach Correct Address on file	N/A	2020-03-04	OH to confirm address on file with the client, given that their mail was not received.	2020-03-04	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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124	1-7628481411	2020-03-04	2020-03-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-04	Suspected Breach Correct Address on file	N/A	2020-03-05	OH to confirm address on file with the client, given that their mail was not received.	2020-03-05	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
125	1-7644412043	2020-03-09	2020-03-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-09	Suspected Breach Correct Address on file	N/A	2020-03-09	None Required	2020-03-09	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
126	1-7644412043	2020-03-09	2020-03-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-09	Suspected Breach Correct Address on file	N/A	2020-03-09	OH to confirm address on file with the client, given that their mail was not received.	2020-03-09	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
127	1-7650337361	2020-03-11	2020-03-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-11	Suspected Breach Wrong Address on file	N/A	2020-03-11	OH to confirm address on file with the client, given that their mail was not received.	2020-03-11	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
128	1-7656812837	2020-03-13	2020-03-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-13	Suspected Breach Correct Address on file	N/A	2020-03-13	None Required	2020-03-13	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
129	1-7656812837	2020-03-13	2020-03-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-13	Suspected Breach Correct Address on file	N/A	2020-03-13	OH to confirm address on file with the client, given that their mail was not received.	2020-03-13	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
130	1-7665503725	2020-03-16	2020-03-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-16	Suspected Breach Correct Address on file	N/A	2020-03-16	None Required	2020-03-16	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
131	1-7665503725	2020-03-16	2020-03-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-16	Suspected Breach Correct Address on file	N/A	2020-03-16	OH to confirm address on file with the client, given that their mail was not received.	2020-03-16	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
132	1-7671106851	2020-03-18	2020-03-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-18	Suspected Breach Correct Address on file	N/A	2020-03-18	None required.	2020-03-18	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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133	1-7671106851	2020-03-18	2020-03-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-18	Suspected Breach Correct Address on file	N/A	2020-03-18	OH to confirm address on file with the client, given that their mail was not received.	2020-03-25	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
134	1-7677420089	2020-03-20	2020-03-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-20	Suspected Breach Correct Address on file	N/A	2020-03-20	None Required	2020-03-20	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
135	1-7677420389	2020-03-20	2020-03-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-20	Suspected Breach Correct Address on file	N/A	2020-03-20	None Required	2020-03-20	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
136	1-7677420089	2020-03-20	2020-03-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-20	Suspected Breach Correct Address on file	N/A	2020-03-20	OH to confirm address on file with the client, given that their mail was not received.	2020-03-20	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
137	1-7677420389	2020-03-20	2020-03-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-03-20	Suspected Breach Correct Address on file	N/A	2020-03-25	OH to confirm address on file with the client, given that their mail was not received.	2020-03-20	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
138	1-7717180078	2020-04-03	2020-04-03	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-04-03	Suspected Breach Correct Address on file	N/A	2020-04-08	OH to call client/PCP and update address.	2020-04-03	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
139	1-7710826655	2020-04-03	2020-04-03	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-04-03	Suspected Breach Correct Address on file	N/A	2020-04-03	OH to confirm address on file with the client, given that their mail was not received.	2020-04-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
140	1-7717180078	2020-04-08	2020-04-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-04-08	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-04-08	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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141	1-7725461801	2020-04-14	2020-04-14	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2020-04-14	Suspected Breach Correct Address on file	N/A	2020-04-14	OH to confirm address on file with the client, given that their mail was not received.	2020-04-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
142	1-7725462074	2020-04-15	2020-04-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-04-15	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-04-15	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
143	1-7725462301	2020-04-15	2020-04-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-04-15	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-04-15	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
144	1-7727211903	2020-04-16	2020-04-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-04-16	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-04-16	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
145	1-7726302632	2020-04-16	2020-04-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-04-16	Suspected Breach Correct Address on file	N/A	2020-04-16	OH to confirm address on file with the client, given that their mail was not received.	2020-04-16	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
146	1-7727227633	2020-04-24	2020-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-04-24	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-04-24	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
147	1-7727369808	2020-05-08	2020-05-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-05-08	Suspected Breach Correct Address on file	N/A	2020-08-13	OH to confirm address on file with the client, given that their mail was not received.	2020-05-13	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
148	1-7727280988	2020-05-08	2020-05-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-05-08	Suspected Breach Correct Address on file	N/A	2020-09-28	OH to confirm address on file with the client, given that their mail was not received.	2020-05-08	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
149	1-7727380137	2020-06-03	2020-06-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-03	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-06-03	The OH Agent confirmed and updated address as per client.

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150	1-7727380057	2020-06-03	2020-06-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-03	Suspected Breach Correct Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-06-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
151	1-7727380428	2020-06-04	2020-06-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-04	Suspected Breach Correct Address on file	N/A	2020-06-04	OH to confirm address on file with the client, given that their mail was not received.	2020-06-04	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
152	1-7727385901	2020-06-05	2020-06-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-05	Suspected Breach Wrong Address on file	N/A	2020-06-10	OH to confirm address on file with the client, given that their mail was not received.	2020-06-05	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
153	1-7727386457	2020-06-08	2020-06-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-08	Suspected Breach Correct Address on file	N/A	2020-09-28	OH to confirm address on file with the client, given that their mail was not received.	2020-06-08	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
154	1-7727471750	2020-06-29	2020-06-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-06-29	Suspected Breach Correct Address on file	N/A	2020-08-04	OH to confirm address on file with the client, given that their mail was not received.	2020-06-29	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
155	1-7727543946	2020-07-14	2020-07-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-07-14	Suspected Breach Correct Address on file	N/A	2020-07-14	OH to confirm address on file with the client, given that their mail was not received.	2020-07-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
156	1-7727544474	2020-07-14	2020-07-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-07-14	Suspected Breach Correct Address on file	N/A	2020-07-14	OH to confirm address on file with the client, given that their mail was not received.	2020-07-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
157	1-7727574638	2020-07-20	2020-07-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-07-20	Suspected Breach Correct Address on file	N/A	2020-09-28	OH to confirm address on file with the client, given that their mail was not received.	2020-09-28	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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158	1-7727575007	2020-07-21	2020-07-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-07-21	Suspected Breach Wrong Address on file	N/A	2020-09-29	OH to confirm address on file with the client, given that their mail was not received.	2020-07-21	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
159	1-7727627478	2020-07-29	2020-07-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-07-29	Suspected Breach Wrong Address on file	N/A	2020-08-04	OH to confirm address on file with the client, given that their mail was not received.	2020-07-29	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
160	1-7727734023	2020-08-12	2020-08-12	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general eligibility for Screening Program, client's address, client's screening status.	2020-08-12	Suspected Breach Correct Address on file	N/A	2020-08-12	OH to confirm address on file with the client, given that their mail was not received.	2020-08-12	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
161	1-7727947563	2020-09-01	2020-09-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-01	Suspected Breach Correct Address on file	N/A	2020-09-01	OH to confirm address on file with the client, given that their mail was not received.	2020-09-01	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
162	1-7727860382	2020-09-01	2020-09-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-01	Suspected Breach Correct Address on file	N/A	2020-09-01	OH to confirm address on file with the client, given that their mail was not received.	2020-09-01	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
163	1-7727947563	2020-09-10	2020-09-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-10	Suspected Breach Correct Address on file	N/A	2020-09-28	OH to confirm address on file with the client, given that their mail was not received.	2020-09-10	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
164	1-7728005044	2020-09-14	2020-09-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-14	Suspected Breach Correct Address on file	N/A	2020-09-30	OH to confirm address on file with the client, given that their mail was not received.	2020-09-14	The OH Agent confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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165	1-7727969766	2020-09-14	2020-09-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-14	Suspected Breach Correct Address on file	N/A	2020-09-30	OH to confirm address on file with the client, given that their mail was not received.	2020-09-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
166	1-7728039699	2020-09-18	2020-09-18	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing eligibility for Screening Program), client's address, client's screening status.	2020-09-18	Suspected Breach Correct Address on file	N/A	2020-09-18	OH to confirm address on file with the client, given that their mail was not received.	2020-09-18	The OH Agent confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
167	1-7728005044	2020-09-18	2020-09-18	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing eligibility for Screening Program), client's address, client's screening status.	2020-09-18	Suspected Breach Correct Address on file	N/A	2020-09-18	OH to confirm address on file with the client, given that their mail was not received.	2020-09-18	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
168	1-7728040138	2020-09-22	2020-09-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-22	Suspected Breach Correct Address on file	N/A	2020-09-22	OH to confirm address on file with the client, given that their mail was not received.	2020-09-22	The OH Agent confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request and updated client's address
169	1-7728107686	2020-09-22	2020-09-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-22	Suspected Breach Correct Address on file	N/A	2020-09-28	OH to confirm address on file with the client, given that their mail was not received.	2020-09-22	The OH Agent confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request and updated client's address
170	1-7728039699	2020-09-22	2020-09-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-22	Suspected Breach Correct Address on file	N/A	2020-09-22	OH to confirm address on file with the client, given that their mail was not received.	2020-09-22	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
171	1-7728040138	2020-09-22	2020-09-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-22	Suspected Breach Correct Address on file	N/A	2020-09-22	OH to confirm address on file with the client, given that their mail was not received.	2020-09-28	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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172	1-7728051027	2020-09-24	2020-09-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-24	Suspected Breach Wrong Address on file	N/A	2020-10-07	OH to confirm address on file with the client, given that their mail was not received.	2020-09-24	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
173	1-7728062765	2020-09-28	2020-09-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-09-28	Suspected Breach Wrong Address on file	N/A	2020-09-28	OH to confirm address on file with the client, given that their mail was not received.	2020-11-25	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
174	1-7728108254	2020-10-02	2020-10-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-10-02	Suspected Breach Wrong Address on file	N/A	2020-11-25	OH to confirm address on file with the client, given that their mail was not received.	2020-10-02	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
175	1-7728113216	2020-10-05	2020-10-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-10-05	Suspected Breach Correct Address on file	N/A	2020-10-06	OH to confirm address on file with the client, given that their mail was not received.	2020-10-05	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
176	1-7728302545	2020-10-20	2020-10-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-10-20	Suspected Breach Correct Address on file	N/A	2020-11-25	OH to confirm address on file with the client, given that their mail was not received.	2020-10-20	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
177	1-7728318252	2020-10-22	2020-10-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-10-22	Suspected Breach Wrong Address on file	N/A	2022-10-22	OH to confirm address on file with the client, given that their mail was not received.	2020-10-22	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
178	1-7728395539	2020-10-28	2020-10-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-10-28	Suspected Breach Correct Address on file	N/A	2020-11-25	OH to confirm address on file with the client, given that their mail was not received.	2020-10-28	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
179	1-7728482611	2020-11-06	2020-11-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-06	Suspected Breach Correct Address on file	N/A	2020-11-06	OH to confirm address on file with the client, given that their mail was not received.	2020-11-24	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

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180	1-7728489240	2020-11-09	2020-11-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-09	Suspected Breach Correct Address on file	N/A	2020-11-09	OH to confirm address on file with the client, given that their mail was not received.	2020-11-09	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
181	1-7728567165	2020-11-11	2020-11-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-11	Suspected Breach Correct Address on file	N/A	2020-11-11	OH to confirm address on file with the client, given that their mail was not received.	2020-11-25	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
182	1-7728733209	2020-11-23	2020-11-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-23	Suspected Breach Correct Address on file	N/A	2020-11-24	OH to confirm address on file with the client, given that their mail was not received.	2020-11-24	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
183	1-7728788433	2020-11-25	2020-11-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-25	Suspected Breach Correct Address on file	N/A	2020-11-25	OH to confirm address on file with the client, given that their mail was not received.	2020-11-25	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
184	1-7728788564	2020-11-25	2020-11-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-25	Suspected Breach Wrong Address on file	N/A	2020-11-25	OH to confirm address on file with the client, given that their mail was not received.	2021-05-03	OH confirmed that the address on file was not a match with the client's address. The client declined to receive their correspondence because they already have the information.
185	1-7728796279	2020-11-26	2020-11-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-11-26	Suspected Breach Correct Address on file	N/A	2021-01-21	OH to confirm address on file with the client, given that their mail was not received.	2020-11-26	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
186	N/A	2020-12-02	2020-12-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-12-02	The OH Agent destroyed the paper document.	N/A	2021-04-23	OH to confirm address on file with the client, given that their mail was not received.	2020-12-02	Address inactivated. The OH Agent was unable to reach the client.

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
187	1-7728883569	2020-12-02	2020-12-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-12-02	Suspected Breach Correct Address on file	N/A	2021-06-07	OH to confirm address on file with the client, given that their mail was not received.	2020-12-02	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
188	1-7728980256	2020-12-10	2020-12-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2020-12-10	Suspected Breach Correct Address on file	N/A	2021-01-21	OH to confirm address on file with the client, given that their mail was not received.	2021-12-10	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
189	1-7729041591	2020-12-15	2020-12-15	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing eligibility for Screening Program, client's address, client's screening status.	2020-12-15	Suspected Breach Correct Address on file	N/A	2020-12-15	OH to confirm address on file with the client, given that their mail was not received.	2020-12-15	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
190	1-7729322405	2021-01-07	2021-01-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-07	Suspected Breach Correct Address on file	N/A	2021-01-07	OH to confirm address on file with the client, given that their mail was not received.	2021-01-21	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
191	1-7729322501	2021-01-07	2021-01-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-07	Suspected Breach Correct Address on file	N/A	2021-01-07	OH to confirm address on file with the client, given that their mail was not received.	2021-01-07	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
192	1-7729401106	2021-01-14	2021-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-14	Suspected Breach Correct Address on file	N/A	2020-01-14	OH to confirm address on file with the client, given that their mail was not received.	2021-01-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
193	1-7729401461	2021-01-14	2021-01-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-14	Suspected Breach Correct Address on file	N/A	2021-01-14	OH to confirm address on file with the client, given that their mail was not received.	2021-01-14	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
194	1-7729634681	2021-01-29	2021-01-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-01-29	Suspected Breach Correct Address on file	N/A	2021-01-29	OH to confirm address on file with the client, given that their mail was not received.	2021-01-29	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
195	1-7729651007	2021-02-01	2021-02-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-01	Suspected Breach Correct Address on file	N/A	2021-02-01	OH to confirm address on file with the client, given that their mail was not received.	2021-02-01	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
196	1-7730046080	2021-02-16	2021-02-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-16	Suspected Breach Correct Address on file	N/A	2021-06-08	OH to confirm address on file with the client, given that their mail was not received.	2021-02-16	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
197	1-7730113991	2021-02-19	2021-02-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-19	Suspected Breach Correct Address on file	N/A	2021-02-19	OH to confirm address on file with the client, given that their mail was not received.	2021-02-19	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
198	1-7730114656	2021-02-22	2021-02-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-22	Suspected Breach Wrong Address on file	N/A	2021-02-22	OH to confirm address on file with the client, given that their mail was not received.	2021-06-08	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
199	1-7730166809	2021-02-23	2021-02-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-23	Suspected Breach Wrong Address on file	N/A	2021-02-23	OH to confirm address on file with the client, given that their mail was not received.	2021-02-23	OH confirmed that the address on file was not a match with the client's address. The client declined to receive their correspondence because they already have the information.
200	1-7730167652	2021-02-24	2021-02-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-24	Suspected Breach Correct Address on file	N/A	2021-02-24	OH to confirm address on file with the client, given that their mail was not received.	2021-02-24	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
201	1-7730240435	2021-02-26	2021-02-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-02-26	Suspected Breach Correct Address on file	N/A	2021-06-08	OH to confirm address on file with the client, given that their mail was not received.	2021-02-26	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
202	1-7730265066	2021-03-01	2021-03-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-03-01	Suspected Breach Wrong Address on file	N/A	2021-03-01	OH to confirm address on file with the client, given that their mail was not received.	2021-03-01	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
203	1-7730265517	2021-03-02	2021-03-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-03-02	Suspected Breach Correct Address on file	N/A	2022-06-08	OH to confirm address on file with the client, given that their mail was not received.	2021-03-02	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
204	1-7730314319	2021-03-03	2021-03-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-03-03	Suspected Breach Correct Address on file	N/A	2021-06-08	OH to confirm address on file with the client, given that their mail was not received.	2021-03-03	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
205	1-7730737931	2021-03-23	2021-03-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-03-23	Suspected Breach Correct Address on file	N/A	2021-03-23	OH to confirm address on file with the client, given that their mail was not received.	2021-03-23	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
206	1-7731443560	2021-04-09	2021-04-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-04-09	Suspected Breach Correct Address on file	N/A	2021-06-08	OH to confirm address on file with the client, given that their mail was not received.	2021-04-09	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
207	1-7731593585	2021-04-14	2021-04-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-04-14	Suspected Breach Wrong Address on file	N/A	2021-04-14	OH to confirm address on file with the client, given that their mail was not received.	2021-04-14	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
208	1-7732507602	2021-05-04	2021-05-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-04	Suspected Breach Wrong Address on file	N/A	2021-05-04	OH to confirm address on file with the client, given that their mail was not received.	2021-05-04	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
209	1-7732943194	2021-05-11	2021-05-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-11	Suspected Breach Correct Address on file	N/A	2021-05-13	OH to confirm address on file with the client, given that their mail was not received.	2021-05-11	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
210	1-7733162968	2021-05-13	2021-05-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-13	Suspected Breach Wrong Address on file	N/A	2021-06-08	OH to confirm address on file with the client, given that their mail was not received.	2021-05-13	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.

	Service Request #	Date of the Breach	Date Breach was Identified or Suspected / Date Investigation Commenced	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
211	1-7733277471	2021-05-21	2021-05-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-05-21	Suspected Breach Correct Address on file	N/A	2021-05-21	OH to confirm address on file with the client, given that their mail was not received.	2021-05-21	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
212	1-7734756594	2021-06-22	2021-06-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-06-22	Suspected Breach Wrong Address on file	N/A	2021-06-22	OH to confirm address on file with the client, given that their mail was not received.	2021-06-22	OH confirmed that the address on file was not a match with the client's address. The OH resent the missing correspondence to the client, at their request.
213	1-7737639761	2021-08-27	2021-08-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-08-27	Suspected Breach Correct Address on file	N/A	2022-08-27	OH to confirm address on file with the client, given that their mail was not received.	2022-08-27	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
214	1-7737665933	2021-08-30	2021-08-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-08-30	The OH Agent inactivated the address. The Unintended Recipient was asked to return letter.	N/A	2021-09-14	The OH Agent should confirm address on file with the client, given that their mail was not received.	2021-08-30	Address inactivated. The OH Agent was unable to reach the client.
215	1-7738966479	2021-09-23	2021-09-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2021-09-23	Suspected Breach Correct Address on file	N/A	2021-09-23	OH to confirm address on file with the client, given that their mail was not received.	2021-09-23	OH confirmed that the address on file was a match with the client's address. The client declined to receive their correspondence because they already have the information.
216	1-7744492527	2022-01-04	2022-01-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-01-04	Suspected Breach Correct Address on file	N/A	2022-01-04	OH to confirm address on file with the client, given that their mail was not received.	2022-01-04	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
217	1-7748877255	2022-03-25	2022-03-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-03-25	Suspected Breach Correct Address on file	N/A	2022-03-25	OH to confirm address on file with the client, given that their mail was not received.	2022-03-25	OH confirmed that the address on file was a match with the client's address. The OH resent the missing correspondence to the client, at their request.
218	1-7749565449	2022-04-01	2022-04-01	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2022-04-01	Suspected Breach Correct Address on file	N/A	2022-07-11	Address to be inactivated. The OH Agent should attempt to contact the intended client.	2022-04-01	Address inactivated. The OH Agent was unable to reach the client.
219	1-7755111852	2022-07-18	2022-07-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2022-07-18	Suspected Breach Correct Address on file	2022-07-18	2022-08-04	Contact Centre to confirm address on file with the client, given that their mail was not received.	2022-07-18	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.

Appendix G – Privacy Complaint Log

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complainant was advised of findings and measures taken
HC19-00183	PE	5-Feb-2020	Notice of complaint received from the Information and Privacy Commissioner of Ontario (IPC). Nature of complaint was not disclosed to OH-CCO. IPC did not proceed with the complaint process and closed their file.	Yes	31-Jan-2020	N/A	Privacy Manager	31-Jan-2020	15-Oct-2020	IPC did not proceed with the complaint process and closed their file. No further recommendations.	N/A	N/A	N/A	N/A
RO-01	PE	1-May-2020	Research study participant called OH and expressed concern that research study recruitment package was delivered to old address and read by an unauthorized recipient.	Yes	4-May-2020	N/A	Privacy Manager	4-May-2020	11-May-2020	Research Office to contact Participant to apologize for the error, withdraw from study and research database, and provide information for how to update contact information with Service Canada.	Senior Research Analyst	8-May-2020	Patient withdrawn from study. Multiple attempts to contact Participant were unsuccessful. No further action possible.	N/A
N/A	PE	18-Nov-2020	Client expressed concerns about receiving a research study invitation package in the mail. Client felt it was an invasion of their privacy and questioned OH-CCO's authority to collect their PHI and use it for the purposes of recruiting participants without their consent. Client expressed concerns about possible adverse mental health outcomes in study subjects who learn they are high risk.	No	18-Nov-2020	N/A	Privacy Specialist, Privacy Manager, Senior Research Analyst	18-Nov-2020	23-Nov-2020	Client provided with information on authority to collect and use PHI and privacy controls by Senior Research Analyst at the time of call.	Senior Research Analyst	18-Nov-2020	No further recommendations.	N/A
1-755383 2341	PP	9-Jan-2020	Client sent email to the Privacy Office inbox requesting withdrawal from Cancer Screening Correspondence Program. Asked for Supervisor contact information. Client claimed to have signed forms sealing and protecting PHI.	Yes	9-Jan-2020	N/A	Privacy Specialist	9-Jan-2020	16-Jan-2020	Privacy Office to send response addressing the complaints in the email. Response to include the Participant Information Form to facilitate withdrawal from Cancer Screening Correspondence Programs.	Privacy Specialist	16-Jan-2020	Email to Client with letter outlining OH's authority to collect PHI without consent for purposes of the Cancer Screening Correspondence programs and advised how to opt-out of future correspondence. The Participant Information Form also attached to email.	16-Jan-2020

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complainant was advised of findings and measures taken
1-737973 6697	PP	10-Jan-2020	Client expressed concerns with address updates received from Registered Persons Database (RPDB) and insufficient monitoring for Power of Attorney's on file.	No	10-Jan-2020	N/A	Contact Centre Agent	10-Jan-2020	10-Jan-2020	Contact Centre Agent to provide client with information about address change process and relevant dates of change on file. Direct client to contact applicable long term care facility to inquire about address change processes on behalf of patients	Contact Centre Supervisor	10-Jan-2020	Contact Centre provided client with information about address change process and relevant dates of change on file. Directed client to contact applicable long term care facility.	10-Jan-2020
1-747552 2469	PP	23-Jan-2020	Client called the Cancer Screening Contact Centre with concerns about OH's authority to collect PHI and test results without consent. Client wanted to speak with Supervisor about OH authority to oversee the correspondence programs.	Yes	28-Jan-2020	28-Jan-2020	Contact Centre Supervisor	23-Jan-2020	30-Jan-2020	Provide Client with explanation about the nature of the screening programs, information on OH's mandate and legislative authority to operate the screening programs. Direct client to contact the Privacy Office if they have subsequent questions.	Contact Centre Supervisor	30-Jan-2020	Contact Centre Supervisor called client and explained OH's authority to collect PHI without consent for the purposes of the Cancer Screening programs. Contact Centre Supervisor provided links to PHIPA and the contact information for the Privacy Office.	28-Jan-2020
1-760911 2850	PP	28-Feb-2020	Client expressed concerns about receiving correspondence in the mail related to the Cancer Screen for Life Program.	Yes	28-Feb-2020	28-Feb-2020	Contact Centre Agent	28-Feb-2020	11-Mar-2020	Provide Client with explanation about the nature of the screening programs, information on OH's mandate and legislative authority to operate the screening programs and offer to withdraw client from future correspondence.	Contact Centre Agent	28-Feb-2020	Contact Centre Agent explained authority to collect PHI without consent for the purposes of the Cancer Screening programs. Agent offered to withdraw Client from Cancer Screening Correspondence Programs.	28-Feb-2020
1-762526 1207	PP	3-Mar-2020	Client called and expressed concerns with Cancer Screening Correspondence Program not requiring consent to participate and Canada Post as a secure delivery system. Client would not authenticate. Agent recommended Client complete Participant Information Form (PIF) to opt-out of correspondence. Client called back stating they felt the PIF was not easily accessible via the OH-CCO website, and the form was confusing.	Yes	4-Mar-2020	4-Mar-2020	Privacy Specialist, Privacy Manager	4-Mar-2020	4-Mar-2020	Advise client special accommodations will be made. Client may return the PIF via email to the Privacy Office mailbox to facilitate withdrawal from the Cancer Screening Correspondence Programs.	Privacy Specialist, Privacy Manager	5-Mar-2020	Privacy Specialist and Privacy Manager attempted to call Client on multiple occasions. Confirmed Client may return the Participant Information Form to the Privacy Office inbox. Form was never received. Follow-up email sent with no response. No further action possible.	5-Mar-2020

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complainant was advised of findings and measures taken
1-772833 5918	PP	28-Oct-2020	Client expressed concerns after receiving cancer screening/testing information in the mail. Client felt it was an invasion of privacy if neighbours saw the mail.	No	30-Oct-2020	28-Oct-2020	Contact Centre Agent	28-Oct-2020	28-Oct-2020	Contact Centre Agent to provide Client with OH-CCO Privacy Office's contact information and the Information and Privacy Commissioner's contact information for escalation purposes.	Contact Centre Agent	28-Oct-2020	Client provided with contact information for Privacy Office and Information and Privacy Commissioner.	28-Oct-2020
1-774232 1267	PP	25-Nov-2021	Client submitted complaint through online submission form and then called the Contact Centre to express concerns about receiving a cancer screening correspondence in the mail. Client felt it was an invasion of their privacy and did not approve of being enrolled in correspondence program without consent. Client also expressed concerns about discrimination related to age and gender (in relation to the OBSP)	Yes	25-Nov-2021	25-Nov-2021	Contact Centre Agent	25-Nov-2021	26-Nov-2021	Contact Centre Agent to provide Client with explanation about the nature of the screening programs, information on OH's mandate and legislative authority to operate the screening programs. Agent to facilitate withdrawal from the Cancer Screenings Correspondence Program.	Contact Centre Agent	25-Nov-2021	Contact Centre Agent explained authority to collect PHI without consent for the purposes of the Cancer Screening programs. Client withdrawn from program and receiving future correspondence. Confirmation of withdrawal letter to client	25-Nov-2021
1-774301 8520	PP	7-Dec-2021	Client emailed the Cancer Care Information inbox and expressed concerns about receiving cancer screening correspondence in the mail and not providing express authorization to receive correspondence. Client requested to be removed from all future correspondence.	Yes	13-Dec-2021	13-Dec-2021	Contact Centre Supervisor	13-Dec-2021	13-Dec-2021	Contact Centre to connect with Legal and send response email. Provide Client with explanation about the nature of the screening programs, information on OH's mandate and legislative authority to operate the screening programs. Response to include the Participant Information Form to facilitate withdrawal from Cancer Screening Correspondence Programs.	Contact Centre Supervisor	13-Dec-2021	Email sent to Client outlining OH's authority to collect PHI without consent for purposes of the Cancer Screening Correspondence programs and advised how to opt-out of future correspondence. The Participant Information Form also attached to email.	13-Dec-2021
1-774752 6781	PP	16-Feb-2022	Client sent an email expressing concerns after a letter related to their FIT test results were opened by a family member with the same name, in an alternate unit at the same address. Client requested an apology from OH-CCO and confirmation of correct address details on file	Yes	1-Mar-2022	3-Mar-2022	Contact Centre Agent	1-Mar-2022	3-Mar-2022	Contact Centre respond to client email. Agent to call Client and confirm correct address information.	Contact Centre Agent	3-Mar-2022	Contact Centre Agent responded to client via email. Agent then called Client to address concerns and confirmed detailed address information on file.	3-Mar-2022

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date Complainant advised that an investigation will be conducted	Agent conducting Investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complainant was advised of findings and measures taken
1-7747002390	PP	18-Feb-2022	Client called the Contact Centre and expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and questioned OH-CCO's authority to collect their PHI and use it for the purposes of the screening program.	Yes	23-Feb-2022	18-Feb-2022	Senior Privacy Specialist	18-Feb-2022	23-Feb-2022	Withdraw Client from the Cancer Screening Correspondence Program and upload calls to the Client profile. Contact Centre Coordinator to send confirmation of withdrawal letter to Client.	Contact Centre Agent	3-Mar-2022	Calls uploaded to client profile. Withdrawal confirmation letter signed and sent to client.	3-Mar-2022
HC 21-00236	PP	14-Apr-2022	OH received notice of a complaint from the IPC. Through the IPC, the client expressed concern about the use of their address by OH as part of the cancer screening program.	Y	14-Apr-2022	N/A	Senior Privacy Specialist	14-Apr-2022	8-June-2022	Investigation completed and OH concluded that the address was used by OH according to authorized, approved procedures. Upon review, to ensure complaints are responded and investigated within established timelines, the Privacy Office should review the process for communicating privacy complaints with the Contact Centre and make amendments if required.	Senior Privacy Specialist / Contact Centre Agent	17-June-2022	The Privacy Office Instituted regular meeting series with the Contact Centre staff to regularly review privacy complaints, risks and incidents.	N/A (communication in progress through IPC)
1-7750344151	PP	20-Apr-2022	Client emailed the Privacy Office inbox and expressed concerns over OH's authority to use their PHI.	No	27-Apr-2022	N/A	Senior Privacy Specialist	27-Apr-2022	27-Apr-2022	Contact Centre to provide email with information on OH's authority and provide patient information form to allow client to withdraw from correspondence.	Contact Centre Agent	21-Apr-2022	Contact Centre provided response to client via email.	21-Apr-2022
1-7750575881	PP	27-Apr-2022	Client emailed Privacy Office and expressed concerns with OH using their PHI after receipt of correspondence. Client indicated they had sent previous correspondence to OH on this matter.	Yes	27-Apr-2022	N/A	Senior Privacy Specialist	27-Apr-2022	27-Apr-2022	Contact Centre to provide email with information on OH's authority and provide patient information form to allow client to withdraw from correspondence.	Contact Centre Agent	27-Apr-2022	Attempts to locate previous correspondence unsuccessful. Previous correspondence may have been anonymous or to unauthenticated client. Contact Centre provided information to Client via email.	27-Apr-2022

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complainant was advised of findings and measures taken
1-775057 5703	PP	27-Apr-2022	Client expressed concerns with OH using their personal information after receipt of correspondence.	Yes	27-Apr-2022	N/A	Senior Privacy Specialist	27-Apr-2022	27-Apr-2022	Contact Centre to provide response email with information on OH's authority and provide patient information form to allow client to withdraw from future correspondence.	Contact Centre Agent	27-Apr-2022	Contact Centre provided response to client via email.	27-Apr-2022
1-775194 0314	PP	20-May-2022	Client called the Contact Centre with concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and questioned OH-CCO's authority to collect their PHI and use it for the purposes of the screening program.	No	24-May-2022	N/A	Contact Centre Agent	24-May-2022	24-May-2022	Contact Centre Agent offered to withdraw Client from Cancer Screening Correspondence Programs. Client provided with contact information for Privacy Office to address further concerns.	Contact Centre Agent	24-May-2022	No further recommendations.	N/A
1-775270 7750	PP	3-Jun-2022	Individual called to advise they received a cancer screening letter for intended for another individual who has never lived at that address. Unintended recipient expressed concerns that someone else was using their address and requested an escalated investigation for fear that they may be a victim of fraud.	Yes	13-Jun-2022	3-Jun-2022	Senior Privacy Specialist	3-Jun-2022	24-Jun-2022	Contact Centre Agent to advise unintended recipient about address change sources and inactive address. Upon further contact, unintended client to be provided with contact information for Service Ontario, Service Canada, OPP, and the Canadian Anti-Fraud Centre to address any further concerns.	Contact Centre Agent	3-Jun-2022	Contact Centre Agent reviewed multiple address sources with identical address information and inactivated address. Additional attempts to call unintended recipient and provide with contact information for Service Ontario, Service Canada, OPP, and the Canadian Anti-Fraud Centre to address any further concerns. No further recommendations.	3-Jun-2022

Appendix H – Security Audit Log

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation	Date each recommendation was, or is proposed to be, addressed	The manner in which each recommendation was, or is expected to be addressed
Security Assessment	eReports	3/15/2021	OH Information Security Office	Software development improvements	Product Management agent	2022-07-22	Implement safeguards identified in the assessment Report.
Vulnerability Assessment	ICMS (Integration Client Management System)	11/14/2019	OH Information Security Office	Vendor update	IT Operations agent	2020-03-31	Patch
Vulnerability Assessment	ORRS (Ontario Renal Reporting System)	12/2/2019	OH Information Security Agent	Address Medium Vulnerabilities from VA	IT Operations agent	2019-10-31	Make recommended configuration changes
eCTAS	Threat and Risk Assessment	12/30/2019	OH Information Security Office	Procedural and ongoing operations improvements. Data access and data management changes. Ongoing configuration (hw/sw) changes	eCTAS Squad	2020-03-31	Implement required safeguards identified in Section 3.6 of the TRA.
Threat and Risk Assessment	ADH-OPCN (Analytics Data Hub)	3/30/2020	OH Information Security Agent	Procedural and ongoing operations improvements	IT Operations agent	2020-05-29	Implement safeguards identified in the Report.
Threat and Risk Assessment	Informatica/MicroStrategy – iPort	3/31/2020	OH Information Security Agent	Procedural and ongoing operations improvements	OH Information Security Office agent	2020-03-31	Implement Security Models Consolidation Document evidence of User acceptance Product Implement User Activity Reporting. Enforce Data Classification Framework and other Lines of Business. Document data retention and disposal requirements.

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							Integrate MSTR Reports with Data Access Governance Solution R5 and R6. Increase reviews process Carry out succession capacity planning.
Vulnerability Assessment	Siebel OBIEE	3/31/2020	OH Information Security Office	Vendor update	IT Operations agent	2020-03-31	Patch
eCTAS	Vulnerability Assessment	3/31/2020	OH Information Security Office	Vendor update	eCTAS Squad	2020-07-09	Mediums issues within 6 months Resolved
Threat and Risk Assessment	ROR R	4/3/2020	OH Information Security Office	Data access and data management changes	Development Team agent	2020-04-03	NA
Security Assessment	FIT (Fecal Immunochemical Test)	4/20/2020	OH Information Security Office	Design change	IT Operations agent	2020-06-30	Use ### for Remote Access
Vulnerability Assessment	WTIS (Wait Time Information System)	6/18/2020	OH Information Security Office	Ongoing configuration (hw/sw) changes	Development Team agent	2020-06-30	All issues remediated before production launch.
Threat and Risk Assessment	OHDP Data Hub	7/9/2020	External	Procedural and ongoing operations improvements	Product Management agent	2021-02-28	Implement integrity checks on incoming data, Ensure local administrator accounts do not share passwords across servers. Reduce risk of data sprawl and proliferation. Ensure data minimization to reduce risks of data re-identification. Implement pseudonymization 3rd party assessment of tokenization process and linking process is

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							complete Apply critical patches Invest in technical solutions for additional protections and monitoring. Carry out succession and capacity planning for D&T Product Management & Operations team to reduce the dependency on resources.
Security Assessment	ERDM 2	9/30/2020	OH Information Security Office	Data access and data management changes	Product Management agent	2021-01-28	Reduce User role's capabilities to only accessing views and running queries against those views
Security Assessment	PowerBI	12/31/2020	OH Information Security Office	Ongoing configuration (hw/sw) changes	Customer Value & Products - Care Coordination	2021-03-31	Apply strong authentication, RBAC, and processes (like IDAR). Apply strong access and data export controls. Use Enterprise data repositories with built-in integrity checks. Use Enterprise version of the products and keep on-prem components up to date. Use Enterprise version of the products and a dedicated data links

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Vulnerability Assessment	cON Splunk Servers	1/2/2021	OH Information Security Office	Ongoing configuration (hw/sw) changes	Telus; UNIX; Windows	2021-11-01	Recommendations as per the Security Assessment
Threat Risk Assessment (TRA)	Privileged and Cloud Project, and Endpoint Privilege Management	1/12/2021	OH Information Security Office	Procedural and ongoing operations improvements	UNIX; Cyber Security Defense	20-May-21	Mitigate according to risk treatment plan (RSK-248812).
Compliance Assessment	Security Compliance with OH policies and standards - Security	2/4/2021	OH Information Security Office	Design change	UNIX; Cyber Security Defense	31-Mar-21	Have acceptable use banner reviewed by Legal and update if necessary, as per Legal's recommendations. (RSK-246053)
Vulnerability Assessment (VA)	cON Dynatrace Servers	2/19/2021	OH Information Security Office	Ongoing configuration (hw/sw) changes	Telus; UNIX; Windows	2021-04-30	Recommendations as per the Security Assessment
Security Assessment	Azure DevOps	3/10/2021	OH Information Security Office	Procedural and ongoing operations improvements	Product Management & Delivery (Cancer Care Programs)	2021-03-30	Product Manager (DevOps) advised to inform relevant product DevOps teams of required configurations
Security Assessment	Intune	3/10/2021	OH Information Security Office	Ongoing configuration (hw/sw) changes	Platform & Cloud Operations, Infrastructure Services	2021-04-30	Follow configuration settings as recommended in the assessment
Security Assessment	ORRS Cloud Migration	3/16/2021	OH Information Security Office	Ongoing configuration (hw/sw) changes	Product Management & Delivery (Renal Program)	2021-06-30	Implement required safeguards identified in Appendix J of the Report prior to deployment in Azure.
Penetration Test	WTIS (Wait Time Information System)	3/17/2021	External	Ongoing configuration (hw/sw) changes	Product Management agent	2021-03-12	Upgrade to remediate three medium severity findings.
Security Assessment	Synapse Analytics POC	3/19/2021	OH Information	Vendor update	Product Management &	4/8/2022	Follow configuration

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation	Date each recommendation was, or is proposed to be, addressed	The manner in which each recommendation was, or is expected to be addressed
			Security Office		Delivery (Cancer Care Programs)		settings as recommended in the assessment
Security Assessment	Non-Standard Hours Submission Tool	3/29/2021	OH Information Security Office	3rd Party components and integration improvements	Development Team agent	2021-03-30	Address authentication, credential, firewall and cipher recommendations.
Vulnerability Assessment	eCTAS vulnerabilities	5/5/2021	OH Information Security Office	Ongoing configuration (hw/sw) changes	eCTAS Squad	27-Apr-23	Address and close all items upon migrating to OH tenant. RSK-257833
Threat and Risk Assessment & Vulnerability Assessment	Data Storage Refresh and Modernization –Network Attached Storage (NAS)	8/6/2021	OH Information Security Office	Procedural and ongoing operations improvements	DELL EMC; Storage Team	August and September 2021	System testing and generation of testing procedures documents. Receipt of pen tests and vuln scans results.
Security Assessment	Enterprise Data Warehouse (EDW)	8/09/2021	OH Information Security Office	Deployment change	Product Management agent	2023-05-31	Implement safeguards identified in the RTP Report.
Threat and Risk Assessment	WTIS (Wait Time Information System)	8/9/2021	OH Information Security Office	Data access and data management changes Account management changes Ongoing configuration (hw/sw) changes	Product Management agent	2021-09-30	Enable DDOS protection on external IP addresses. Account management Enable SIEM Ensure LMAS requirements are met
Security Assessment	Provincial Diagnostic Lab Network (PDLN) Reporting database and Enterprise Data Gateway (EDG)	8/12/2021	OH Information Security Office	Address Medium vulnerabilities from VA for the new Cloud service adoption	Product Management agent	12-Feb-22	Implement recommendations identified in the assessment Report.
Threat and Risk Assessment	User Management Application (UMA)	9/9/2021	OH Information Security Office	Address Medium, Low Vulnerabilities from TRA of Azure Cloud migration	Enterprise Product and Services	09-Mar-22	Recommendations as per the Security Assessment

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation	Date each recommendation was, or is proposed to be, addressed	The manner in which each recommendation was, or is expected to be addressed
Ontario Health Cyber Security Maturity Assessment	OH Internal Controls (Enterprise Services)	Started November 2021 - to be finalized	External	Procedural and ongoing operations improvements	Digital Excellence in Health Executive	N/A	Harmonization of organizational processes across legacy organization business units.
Security Assessment	Azure Virtual Desktop (AVD)	11/02/2021	OH Information Security Office	Ongoing configuration (hw/sw) changes	IT Operations agent	2021-11-02	Implement safeguards identified in the assessment Report.
Security Assessment	Power BI reporting (non-PHI) – eCTAS	12/16/2021	OH Information Security Office	Procedural and ongoing operations improvements	Product Management agent	2022-10-28	Recommendations as per the Security Assessment
Threat and Risk Assessment	Central Waitlist Management (CWM)	3/27/2022	OH Information Security Office	Address Medium, Low Vulnerabilities from TRA of Cloud migration	Product Management agent	June 2022 Sept 2022	Implement environment and security group and access recommendations. Finalize hardening, policies, and configurations for Azure Operating Systems
Threat and Risk Assessment	New Laptop Configuration	3/31/2022	OH Information Security Office	Ongoing configuration (hw/sw) changes	Enterprise Product Infrastructure Services	Apr-23	Implement recommended configuration changes and apply security controls as described in the Penetration Test report.
Security Assessment	Analytics Data Hub- Azure Synapse	4/8/2022	OH Information Security Office	New Cloud service adoption	Product Management agent	2021-06-30	Target mitigation is dependant on POC requirements and timelines. However, vulnerabilities must be resolved before testing with PHI
Threat and Risk Assessment	Interactive Symptom Assessment and Collection (ISAAC)	4/28/2022	OH Information Security Office	Address Medium, Low Vulnerabilities from TRA of Cloud migration	ISAAC Product Team	2020-06-30	Modify Conditional access of users in PHI group

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation	Date each recommendation was, or is proposed to be, addressed	The manner in which each recommendation was, or is expected to be addressed
Threat and Risk Assessment	PLog (logging and monitoring system) for cloud	4/28/2022	OH Information Security Office	Software development improvements	Enterprise Product and Services	25-Oct-22	Implement safeguards identified in the assessment Report.
Penetration Test	External and Internal Network Penetration test of New Laptop Configuration	5/6/2022	External	Ongoing configuration (hw/sw) changes	Enterprise Product Infrastructure Services	Apr-23	Implement recommended configuration changes and apply security controls as described in the Penetration Test report.
Threat and Risk Assessment	Brachytherapy	5/26/2022	OH Information Security Office	Deployment change	Brachytherapy Product Team	2023-07-31	Implement safeguards identified in the RTP Report.
Threat and Risk Assessment	ONEID Provisioning	5/26/2022	OH Information Security Office	Deployment change	Enterprise Product and Services Team	2022-11-28	Implement safeguards identified in the RTP Report.
Security Assessment	Indigenous Tobacco Program (ITP)	06/03/2022	OH Information Security Office	Remediate vulnerabilities in security configuration on virtual machines	Product Management agent	28-Feb-23	Follow configuration settings as recommended in the assessment
Security Assessment	InScreen	06/29/2022	OH Information Security Office	Data access and data management changes	Product Management agent	2023-08-15	Implement recommended mitigations as described in the TRA report
Security Assessment	ORN-OLIS	07/6/2022	OH Information Security Office	Data access and data management changes	Product Management agent	2023-02-01	Implement recommended mitigations as described in the TRA report
Threat and Risk Assessment	HSI R2	07/13/2022	OH Information Security Office	Procedural and ongoing operations improvements	HSI Product Team	13-Jan-23	Update software and apply patch
Security Assessment	ORRS new Release 2022	07/13/2022	OH Information Security Office	Ongoing configuration (hw/sw) changes	ORRS Product Team	2021-06-30	Implement required safeguards identified in Appendix J of the Report prior to deployment in Azure.
Security Assessment	StagePath Cloud migration	07/19/2022	OH Information	Address vulnerabilities in	Product Management	12-Oct-22	Follow configuration

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation	Date each recommendation was, or is proposed to be, addressed	The manner in which each recommendation was, or is expected to be addressed
			Security Office	security configuration of network and virtual machines.	agent		settings as recommended in the assessment
Threat and Risk Assessment	eReports	07/22/2022	OH Information Security Office	Software development improvements	eReport Product Team	2023-01-31	Implement safeguards identified in the RTP Report.
Threat and Risk Assessment	Analytics Data Hub- Azure Synapse	12/06/2022	OH Information Security Office	Data access and data management changes	Product Management agent	2023-06-06	Implement safeguards identified in the RTP Report.

Appendix I – Security Incident Log

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Date Notification Received	Date Senior Management Notified	Date Investigation Commenced	Sensitivity of Information Involved	Nature and extent of personal health information at issue	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementation	Date Recommendation Implemented	Implementer
Malicious Logic or Code	11/10/2019	11/12/2019	11/12/2019	N/A	11/12/2019	Not Applicable	N/A	No	7 systems were isolated from the network. Vendor was contracted to do a forensic analysis of one device	11/12/2019	11/12/2019	11/14/2019	Enterprise Information Security Office (EISO) Agent, SecOps Agent	N/A	Files Javascript to Microsoft for false positive analysis	11/14/2019	EISO Agent
Malicious Logic or Code	1/8/2020	1/8/2020	1/8/2020	1/8/2020	1/8/2020	Business	N/A	No	Workstation isolated in Advanced Threat Protection (ATP) and reimaged	1/8/2020	1/8/2020	1/8/2020	EISO Agent, SecOps Agent	User education	Reimage Laptop	1/8/2020	SecOps Agent
Other Policy Violation	1/10/2020	1/10/2020	1/10/2020	1/10/2020	1/10/2020	Business	N/A	No	None-Issue is detailed in ITSM tool incident ticket 52997	1/13/2020	N/A	1/17/2020	EISO Agent, IT Ops Agent	User education, #Verify policy enforcement	User was granted an exception.	1/17/2020	EISO Agent
Inappropriate Use	1/14/2020	1/14/2020	1/14/2020	1/14/2020	1/14/2020	Business	N/A	No	Conditional Access Automatic	1/14/2020	N/A	1/14/2020	EISO Agent	User education, #Verify policy enforcement	Discussion with user and confirmation of corporate travel policy	1/14/2020	EISO Agent
Multiple Component	6/17/2020	6/17/2020	6/17/2020	6/17/2020	6/17/2020	Not Applicable	N/A	No	Blocking access to box.com by web content filtering	6/24/2020	N/A	6/24/2020	SecOps Agent	False Positive	Implementation taken: • Blocking URL for outbound access to those cloud storage URL • Blocking un sanctioned apps from WD ATP and Cloud app Security. Opened a ticket with MS while with no evidence we found during our investigations. After working with MS, it is confirmed this is a false positive alert. MCAS has mapped a false IP '127.0.0.1', which is a localhost IP, to box.com that caused additional traffic to be assigned to box.com mistakenly. A Hotfix was pushed to correct the error and has been available to all tenants	7/2/2020	Microsoft
Malicious Logic or Code	9/25/2020	9/25/2020	9/25/2020	9/25/2020	9/25/2020	Not Applicable	N/A	No	1. Advanced Threat Protection (ATP) quarantined the file 2. Email sender blacklisted 3. Deleted emails from 200+ users inbox 4. Notified senior management	9/25/2020	N/A	9/25/2020	EISO Agent, SecOps Agent	Team education	Team responsible for phishing campaigns will ensure the necessary Operations team is advised in advance of campaigns.	9/25/2020	Information Security Agents, SecOps Agent

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Date Notification Received	Date Senior Management Notified	Date Investigation Commenced	Sensitivity of Information Involved	Nature and extent of personal health information at issue	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementation	Date Recommendations Implemented	Implementer
Other Policy Violation	11/18/2020	11/18/2020	11/18/2020	11/18/2020	11/18/2020	Business Confidential	N/A	Yes	1. Vendor purged email containing service bus paskey from their email servers with letter of confirmation 2. Changed service bus keys	11/20/2020	11/19/2020	11/18/2020	EISO Agent	Team education;#Verify policy enforcement	Changed all service bus keys and team education conducted. Short term – 1. Team education 2. Do not log any sensitive information (connection string/service bus key) in log files 3. Get Product Manager/Cloud Engineer approval before sending any information to vendor by email Long term – 1. Block external access 2. Auditing service account for abuse.	11/20/2020	Program Manager, IT Operations
Malicious Logic or Code	3/4/2021	3/12/2021	3/12/2021	3/12/2021	3/12/2021	Not Applicable	None.	No	User Password change Laptop disconnected from network System(s) monitored for unauthorized activity Forensic investigation by 3rd party	3/12/2021	N/A	3/29/2021	LPO, EISO Agent	User phishing education, force global password reset, update AV signatures, special phishing alert to all employees, update password policy for system administrators	User phishing education, force global password reset, update AV signatures, special phishing alert to all employees, update password policy for system administrators	3/13/21 through 3/29/21	EISO Agent, SecOps Agent, IT Ops
Other Policy Violation	6/7/2021	6/7/2021	6/7/2021	6/7/2021	6/7/2021	Business Confidential	N/A	Yes	Configuration file/logs removed from Service Desk ticket. Product team has initiated change of password	6/7/2021	N/A	6/8/2021	EISO Agent, SecOps Agent	User education	Password reset	6/18/2021	SecOps Agent
Business Email Compromise	17-Sep-21	17-Sep-21	N/A	17-Sep-21	17-Sep-21	Business Confidential	N/A	Yes	Engaged IBM X Force Incident response team as a 3rd party for this investigation and incident response sent all the affected Mailboxes logs/audits dealing with BFG to IBM X Force for analysis and verification. Reset all affected exchange user accounts and confirm that MFA is enabled for the affected finance team. IBM reviewed logs and audit data, no indication of compromise. Monitor the spoofed domains identified.	17-Sep-21	N/A	10/7/2021	CSIRT	Applied more restrictions policies on OH Exchange, activate DMARC policy designed to give email domain owners the ability to protect their domain from unauthorized use. Engaged Microsoft to provide guidance on detecting Spoofed domains and Sender policy Framework. Completed assessment with Microsoft to evaluate and enhance security measures applied at OH in order to detect and prevent similar incident in the future.	See Recommendations	7-Oct-21	ISO Agent, SecOps Agent, IT Ops Agent
Business Email Compromise	5-Oct-21	5-Oct-21	5-Oct-21	5-Oct-21	5-Oct-21	Business	N/A	Yes	Perform a reset of all domain credentials and local user accounts (admin and non-privileged) that have access to any of the PO servers 5th October 2021, 3:00 PM Deploy MS Defender EDR for now on all PO servers so we have visibility into the environment 5th October 2021, 5:00 PM Mail services are disabled on Server OH-PO-SVR118 5th October 2021, 11:00 AM. Server OH-PO-SVR113 was shut down 5th October 2021, 11:00 AM	7-Oct-21	N/A	10/13/2021	CSIRT	1. Access to firewall is allowed only from inside the network by a secure protocol , access from outside was removed 2. A new VM server created Server OH-PO_SVR120 to replace OH-PO_SVR113, The new VM scanned for vulnerabilities and ready to be placed into production environment. 3. All servers at HQO having EDR agents installed and running 4. An RDP certificate will be generated to secure RDP internally for OH-PO_SVR120 5. Firewall Logging duration changed to 60 days	See Recommendations	13-Oct-21 25-Oct-21 12-Oct-21 Ongoing 12-Oct-21	ISO Agent, SecOps Agent, IT Ops Agent

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Date Notification Received	Date Senior Management Notified	Date Investigation Commenced	Sensitivity of Information Involved	Nature and extent of personal health information at issue	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementation	Date Recommendations Implemented	Implementer
Other Policy Violation	2-Nov-21	2-Nov-21	2-Nov-21	2-Nov-21	2-Nov-21	Business Sensitive	N/A	Yes	Permission of files shared on OneDrive modified to members of HR only Reviewed the logs of files accessed within the time period of these files were shared in public mode Verified that there was no external exposure to these files outside of OH	2-Nov-21	N/A	11/2/2021	CSIRT	Contained site for HR docs. Label documents with classification/confidentiality level if needed Provide training of how sensitive data should be handled /shared /processed Engaged privacy about this incident since PI data	See Recommendations	2-Nov-21 12-Nov-21 12-Nov-21 4-Nov-21	ISO Agent
Malicious Logic or Code	2-Nov-21	2-Nov-21	N/A if from HIC; OH alert detected 2_Nov-21	2-Nov-21	2-Nov-21	Business	N/A	Yes	OH blocked the two identified URLs and advised the other business units to do the same. OH enabled geo protection on exchange server.	2-Nov-21	N/A	11/2/2021	CSIRT	As a precaution, patch Exchange server with latest security patches if not already up to date Run an AV scan and deep scan was on the server	See Recommendations	2-Nov-21	SecOps Agent, IT Ops Agent
External Hacking Attempt	7-Jul-22	7-Jul-22	7-Jul-22	7-Jul-22	7-Jul-22	Business	N/A	No	Logs reviewed. Two suspicious Ip's blocked at the network level (attempting connection from Germany. New rule configured to block all IP's and subnets outside USA & Canada	7-Jul-22	N/A	7-Jul-22	CSIRT	Block all IP's and subnets attempting to connect from outside North America	Configure network management tool.	7-Jul-22	Complete

Appendix J – Privacy Communications Log

Training/Awareness Activity	Communication Type	Date of Communication
Ontario Health Board Training – Privacy Overview	In Person	November 7, 2019
Analytics Assembly – Privacy Overview	In Person	November 18, 2019
Data Privacy Week - Open House for all staff, including Presentation from the Ministry of Health on PHIPA Modernization	In Person	January 27, 2020
Ontario Health Board Training - Data Breach Liability	In Person	February 27, 2020
Fulfilment House Annual Privacy Training	Online	March 26, 2020
Annual Privacy Day - Message to all staff posted to the OH intranet page for Annual Privacy Day emphasizing the importance of privacy, Ontario Health's commitment and role in protecting privacy in accordance with PHIPA	Intranet	January 22, 2021
Privacy presentation/training provided to the OH Board	Virtual/Online	March 23, 2021
Contact Centre Privacy Training - new employees	Virtual/Online	March 16, 2021
Fulfilment House Annual Privacy Training	Online	May 12, 2021
Mandatory Training for Privacy and Security email to all staff notifying them of the upcoming enrollment of mandatory privacy and security training, and OH's compliance requirements for all employees and agents to complete the training.	Email	May 25, 2021
Privacy role-based training for the Privacy Staff: PHIPA roles and authorities	Virtual/Online	June 2, 2021
Privacy and Security presentation/review of the OH 2020/21 Annual Privacy and Security Report to Senior Leadership Team	Email/Meeting Materials	June 9, 2021
Privacy role-based training for the Privacy Staff: Role of the IPC	Virtual/Online	June 16, 2021
Privacy role-based training for the Privacy Staff: De-identification	Virtual/Online	Part 1: June 2021 Part 2: October, 2021
Privacy and Security presentation/review of the OH 2020/21 Annual Privacy and Security Report to the OH Board	Virtual/Online	June 23, 2021
Privacy role-based training for the Privacy Staff: Data Sharing Agreements	Virtual/Online	September, 2021
Privacy role-based training for the Privacy Staff: Prescribed Organization and EHR	Virtual/Online	November, 2021
Contact Centre Training - new employees	Virtual/Online	October 19, 2021
Privacy authorities overview – Datasphere WG	Virtual/Online	December 2021
Contact Centre Training - new employees	Virtual/Online	January 18, 2022
Privacy role-based training for the Privacy Staff: Information Security	Virtual/Online	January 26 th , 2022
Message to all staff posted to the OH intranet page for Annual Privacy Day emphasizing the importance of privacy, OH's commitment and role in protecting privacy in accordance with PHIPA	Intranet	January 28, 2022
Contact Centre Training - new employees	Virtual/Online	February 15, 2022
Contact Centre Training - new employees	Virtual/Online	March 8, 2022
Portfolio Fair – Privacy Presentation for all Staff	Virtual/Online	March, 2022
Privacy role-based training for the Privacy Staff: Privacy Incident Management	Virtual/Online	March 9 th 2022
Fulfilment House Annual Training	Virtual/Online	March 9 th , 2022
Privacy role-based training for the Privacy Staff: Data Architecture	Virtual/Online	April, 2022
Privacy role-based training for the Privacy Staff: PIAs remember the objective	Virtual/Online	May 4, 2022
All staff email re: Published the new standards on the OH Policy Hub	All staff email	May, 2022:
Article published on <i>the Pulse</i> on the harmonization of legacy policies and developing new enterprise policies.	Intranet	May 17, 2022
Mandatory Training for Privacy and Security email to all staff notifying them of the upcoming enrollment of mandatory privacy and security training, and OH's compliance requirements for all employees and agents to complete the training.	Email	June, 2022
Annual Privacy & Security Report – 2021/22 presented to the ITC Board Committee	Virtual/Online	June 21, 2022
Privacy and Security presentation/review of the OH 2021/22 Annual Privacy and Security Report to Senior Leadership Team	Email/Meeting Materials	June, 2022

Appendix K – Security Communications Log

Training/Awareness Activity	Communication Type	Date of Communication
Security P&P - Information Classification and Handling Standard	eCCO Article	11/6/2019
Take Our Kids To Work Day	Other	11/6/2019
Cyber security awareness month - Your security q's answered	Panel discussion	11/7/2019
Security Documents Update	EMERGE article	11/22/2019
CWE Top Ten Update	Security News	11/27/2019
Incident Management Tabletop Exercise	Other	12/6/2019
Security Documents Update	EMERGE article	1/21/2020
How Much Is My Data Worth?	EMERGE article	1/30/2020
Business Continuity and Crisis Management (BCCM) Training	EMERGE article	2/4/2020
January Phishing Simulation Exercise	Email	2/5/2020
New Malware Phishing – Coronavirus Email with Attachment	EMERGE article	2/6/2020
Everyone loves a good bargain, but when is it too good to be true?	EMERGE article	2/20/2020
Banner to external emails on Outlook	EMERGE article	3/20/2020
Be Aware of COVID – 19 Phishing and Fraud	Other	3/23/2020
World Backup Day – March 31st	EMERGE article	3/30/2020
Secure Remote Work Practices	EMERGE article	4/1/2020
Phishing Awareness Webinar	Training	April 2020
Security Documents Update	EMERGE article	4/7/2020
April Phishing Simulation Exercise	Email	4/29/2020
New OH Security Policies and Standards	EMERGE article	4/30/2020
How to prevent ransomware attacks	EMERGE article	4/30/2020
How to create strong and memorable passwords	EMERGE article	5/20/2020
Covid-19 contact-tracing text message scams	EMERGE article	5/26/2020
Digital Spring Cleaning	EMERGE article	6/24/2020
Security Documents Update	EMERGE article	6/30/2020
Mobile Safety Tips	EMERGE article	7/14/2020
Top Cyber Security Trends in 2020 – Cyber Security News	The Pulse Post	7/30/2020
Phishing Awareness Webinar	EMERGE article	8/24/2020
How to Prevent Identity Theft	EMERGE article	8/28/2020
What is malware & how do you know you have been infected?	EMERGE article	9/22/2020
2020 Privacy, Security and RIM Refresher Training	Other	9/24/2020
Cyber Security Awareness Month - CEO Blog post	Other	10/5/2020
Cyber Security Awareness Month	The Pulse post	10/5/2020
Cyber Security Awareness Month – week 1	EMERGE article	10/5/2020
Cyber Security Awareness Month – week 2	EMERGE article	10/13/2020
#ThinkDigitalHealth	The Pulse Post	11/18/2020
Cyber Security Awareness Month – week 3	EMERGE article	10/28/2020
Cyber Security Awareness Month – week 4	EMERGE article	10/28/2020
Cyber Security Awareness Month – Round off	EMERGE article	10/28/2020
Incidents of Ransomware on the Rise	EMERGE article	10/30/2020
Cyber Safe Online Shopping	EMERGE article	11/17/2020
Holiday Shopping Scams	EMERGE article	12/7/2020
Top Cyber Security New Year's Resolutions for an Uncertain Year Ahead	EMERGE article	1/25/2021
Health Sector Cyber Security Operating Module: Progress Update & Cyber Security Update	presented to ITC	3/23/2021
March Phishing Simulation Exercise	Email	4/1/2021
Cyber Security Update	Presented to ITC	5/25/2021
Phishing Simulations	The Pulse Post	6/11/2021
Monthly Phishing Simulation Campaign – June 2021	Email	6/16/2021
Annual Privacy & Security Report – 2020/21	Presented to ITC	6/22/2021
Cyber Security Education Session: Security Breach Escalation Path		
Monthly Phishing Simulation Campaign – August 2021	Email	8/16/2021
Did you know you can report phishing from your Outlook?	The Pulse Post	8/10/2021
Ontario Health Phishing Simulation	Email	9/1/2021
Monthly Phishing Simulation Campaign – September 2021	Email	9/13/2021
Join us for Cyber Security Awareness Month	The Pulse Post	10/22/2021
Monthly Phishing Simulation Campaign – October 2021	Email	10/27/2021
Monthly Phishing Simulation Campaign – November 2021	Email	11/1/2021
Security Training for Finance and Procurement	Email	11/16/2021
Cyber Security Report	Presented to ITC	11/23/2021
Digital Health Week – Ontario Health Highlights	The Pulse Post	12/3/2021
Monthly Phishing Simulation Campaign – December 2021	Email	12/14/2021
Monthly Phishing Simulation Campaign – Jan 2022	Email	1/21/2022
Monthly Phishing Simulation Campaign – Feb 2022	Email	2/25/2022
Monthly Phishing Simulation Campaign – Mar 2022	Email	3/22/2022
Cyber Security Report	Presented to ITC	3/23/2022
Monthly Phishing Simulation Campaign – Apr 2022	Email	3/22/2022
Monthly Phishing Simulation Campaign – May 2022	Email	5/27/2022

2022 Privacy and Security Training	All Staff	6/12/2022
Annual Privacy & Security Report – 2021/22	Presented to ITC	6/21/2022
Daily Threat Intelligence Brief	Other	Daily
Monthly Phishing Simulation Campaign – June 2022	Email	6/29/2022
Monthly Phishing Simulation Campaign – July 2022	Email	7/25/2022

Appendix L – Business Continuity & Disaster Recovery Test Logs

Tabletop Testing

Department Name	Tabletop Test Date	Comments / Amendments to Plan
Cyber Security Defense	April 5-2022	Update Business function 4.0) change MTO to 3+ days. Update staff requirements table, add link for document location
Platform & Cloud Operations	April 7-2022	Service provider information to be updated
IT Service Management	April 7-2022	Apps, recovery info, external clients, contact information, staffing requirements, document location information to be updated
Tech Planning Continuity	April 12-2022	Follow up meeting with IT Service Management on the incident management process, engage HR on the Incident management hotline (updating etc.)
Product Mgmt & Customer Value	April 22-2022	Business functions to be updated
Cyber Security Governance	April 13-2022	Business functions, and contact information to be updated
Product Management Delivery Cancer Care Programs	April 13-2022	Staffing requirements and contact information to be updated
Product Mgmt & Cust Value	March 29-2022	Business function MTO and document URL location to be updated
Project Governance	March 10-2022	N/A
Product Mgmt & Cust Value & Products	March 7-2022	N/A
Product Mgmt & Cust Value & Products	March 24-2022	Contact information to be updated
Data Centre Services	March 9-2022	N/A
Digital Health Standards	March 15-2022	Contact information to be updated
Digital Strategy Management	March 17-2022	Contact and business function procedures location information to be updated
Product Mgmt & Customer Value	March 24-2022	N/A
Product Mgmt & Cust Value & Products	March 8-2022	Contact information to be updated
Customer Experience	March 8-2022	N/A
Customer Experience & Business	March 4-2022	N/A
Cloud Centre of Excellence	March 15-2022	N/A
Architecture Program	March 17-2022	N/A
Network Services	March 22-2022	N/A
Transformation Centre of Excellence	March 16-2022	Contact information to be updated
Connected Health Programs	March 25-2022	Contact, required application, and procedures location information to be updated
Enterprise Products	March 18-2022	N/A
Customer Transition	March 16-2022	Service provider information to be updated

Restoration Testing

Test Scenario	Service/System	Test Type	Test Start Date/Time	Test End Date/Time	Evaluation Result
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	11/12/2019 14:30	11/12/2019 15:30	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	11/19/2019 10:00	11/19/2019 11:00	Satisfactory
Hyper-V Server Recovery	HyperV	Component	11/29/2019 14:00	11/29/2019 14:20	Satisfactory
File Level Recovery	HyperV	Component	11/29/2019 15:00	11/29/2019 15:00	Satisfactory
File Level Recovery	H:, M:, P: drives (PHI , individual and department storage)	Component	12/23/2019 14:00	3/6/2020 14:15	Satisfactory
File Level Recovery	HyperV	Component	1/27/2020 15:00	1/27/2020 15:15	Satisfactory
File Level Recovery	HyperV	N/A	2/28/2020 9:00	2/28/2020 9:15	Satisfactory
Hyper-V Server Recovery	HyperV	N/A	3/26/2020 16:00	3/26/2020 17:00	Satisfactory
File Level Recovery	H:, M:, P: drives (PHI , individual and dept storage)	N/A	4/24/2020 16:00	4/24/2020 16:30	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	N/A	5/19/2020 15:00	5/19/2020 16:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	6/19/2020 12:30	6/19/2020 13:15	Satisfactory
Hyper-V Server Recovery	Data Backup System (Data Protector) & DPM	Component	8/13/2020 14:05	8/13/2020 14:30	Satisfactory
Hyper-V Server Recovery	Data Backup System (Data Protector) & DPM	Component	8/13/2020 14:40	8/13/2020 15:05	Satisfactory
Oracle DB Recovery	Oracle RMAN Backup System	Component	8/17/2020 10:00	8/17/2020 11:00	Satisfactory
SQL DB Recovery	HyperV	Component	8/27/2020 14:00	8/27/2020 14:05	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	10/29/2020 11:25	10/29/2020 16:20	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	10/29/2020 16:55	10/29/2020 17:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	10/29/2020 17:30	10/30/2020 23:35	Satisfactory
File Level Recovery	H:, M:, P: drives (PHI, individual and dept storage)	Component	11/2/2020 13:45	11/2/2020 14:00	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	11/3/2020 11:50	11/3/2020 11:55	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	11/6/2020 13:00	11/6/2020 14:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	12/4/2020 13:00	12/4/2020 13:20	Satisfactory

OH PE and PP Indicator Report

Test Scenario	Service/System	Test Type	Test Start Date/Time	Test End Date/Time	Evaluation Result
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	1/5/2021 11:00	1/5/2021 12:00	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	1/8/2021 11:55	1/8/2021 12:00	Satisfactory
Oracle DB Recovery	Data Backup System (Data Protector) & DPM	Component	2/3/2021 14:30	2/3/2021 15:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	2/4/2021 13:00	2/4/2021 13:20	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	3/4/2021 13:00	3/4/2021 13:20	Satisfactory
Oracle DB Recovery	Data Backup System (Data Protector) & DPM	Component	3/5/2021 14:00	3/5/2021 15:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	4/9/2021 13:00	4/9/2021 13:20	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	5/7/2021 13:00	5/7/2021 13:15	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	6/4/2021 13:00	6/4/2021 13:10	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	7/5/2021 13:50	7/29/2021 13:55	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	7/28/2021 15:00	7/28/2021 16:05	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	8/9/2021 11:00	8/9/2021 11:40	Satisfactory
File Level Recovery	H:, M:, P: drives (PHI, individual and dept storage)	N/A	9/1/2021 8:30	9/1/2021 8:25	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	9/9/2021 13:25	9/9/2021 13:30	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	10/7/2021 13:25	10/7/2021 13:30	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	11/5/2021 13:00	11/5/2021 13:15	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	12/3/2021 13:00	12/3/2021 13:20	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	N/A	12/16/2021 19:55	12/17/2021 0:20	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	1/21/2022 14:00	1/21/2022 14:25	Satisfactory
File Level Recovery	H:, M:, P: drives (PHI, individual and dept storage)	N/A	1/26/2022 11:30	1/26/2022 12:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	2/1/2022 10:00	2/1/2022 10:00	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	2/11/2022 14:00	2/11/2022 14:15	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	3/4/2022 13:30	3/4/2022 13:55	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	4/1/2022 13:30	4/1/2022 14:00	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	5/12/2022 13:50	5/12/2022 14:00	Satisfactory

OH PE and PP Indicator Report

Test Scenario	Service/System	Test Type	Test Start Date/Time	Test End Date/Time	Evaluation Result
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	6/16/2022 13:30	6/16/2022 13:50	Satisfactory
SQL DB Recovery	Data Backup System (Data Protector) & DPM	Component	6/16/2022 13:30	6/16/2022 13:50	Satisfactory
File Level Recovery	Data Backup System (Data Protector) & DPM	Component	7/26/2022 10:00	7/26/2022 10:30	Satisfactory