



April 3, 2024

Public notification into affected data from cyber attack

Individuals to start receiving notification letters the week of April 8

The review into affected data from the cyber attack at Bluewater Health, Chatham-Kent Health Alliance, Erie Shores HealthCare, Hôtel-Dieu Grace Healthcare and Windsor Regional Hospital, along with their shared services provider, TransForm Shared Service Organization, is now complete with individuals in our communities being notified if their information was impacted.

Individuals will start to receive letters in the mail during the week of April 8 from hospital providers if their information was stolen by cyber criminals during the attack. This complex cyber attack took place on October 23, 2023, and impacted each hospital individually. Except for Bluewater Health, Electronic Medical Records were not impacted, however personal health information stored elsewhere on our systems was involved, including patient and for some organizations employee information.

The following is the approximate number of patients per hospital that will receive notification by letter. Please note that if a patient was seen at multiple hospitals, they will receive multiple letters, so there is likely overlap in these totals.

- **Bluewater Health:** 82,000
- **Chatham-Kent Health Alliance:** 69,000
- **Erie Shores HealthCare:** 102,000
- **Hôtel-Dieu Grace Healthcare:** 46,000
- **Windsor Regional Hospital:** 27,800

Our approach around notifying individuals has been done in communication with Ontario's Information and Privacy Commissioner. We continue to work to strengthen our systems to prevent these types of incidents – which have become all too common for organizations across Canada and the globe.

To our patients, community, and healthcare professionals, we truly apologize for the inconvenience this cyber attack has caused you. Thank you for your patience throughout this notification period.

For more information, please see the FAQ on our website.

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FAQ

What happened?

Bluewater Health, Chatham-Kent Health Alliance, Erie Shores HealthCare, Hôtel-Dieu Grace Healthcare and Windsor Regional Hospital, and our shared service provider TransForm Shared Service Organization were victims of a ransomware attack on October 23, 2023.

This attack affected information on our systems, including patient and employee information stolen by cyber criminals.

Am I impacted?

If your information was impacted during the cyberattack, you will receive a letter in the mail with more details.

Why are you just notifying me now about which information of mine was impacted?

This incident was complex, and the data analysis took several months to complete. This incident affected each hospital differently, and we took great pains to assess every impacted file to ensure that we notified all affected patients. We have now notified by mail the individuals whose information was impacted. We developed this approach in communication with Ontario's Information and Privacy Commissioner.

Why did I receive multiple letters about this cyber attack?

Some individuals may be receiving multiple letters. This is normal given some patients may have visited more than one of the affected hospitals. We determined that all patients should know if their records from multiple hospitals were affected.

What do I do now?

Individuals whose social insurance numbers were affected will be receiving information about credit monitoring in their letter. Credit monitoring is only being offered to those specified in the letters. For individuals not receiving credit monitoring, there are no additional steps you need to take.

Why did I receive information about credit monitoring?

Some individuals whose social insurance numbers were affected will be receiving information about credit monitoring in their letter. Credit monitoring is only being offered to those specified in the letters, as it is a tool that is only useful in these situations.

Where was the information leaked and published?

The people responsible for this attack did publish a portion of the data that they stole on the dark web.

I'm worried about my health card being used fraudulently.

If you suspect misuse of your health card, you can report suspected fraud by calling the Ministry of Health at 1-888-781-5556 or e-mail at reportohipfraud@moh.gov.on.ca. To find out more about replacing lost or stolen OHIP cards visit: [Replace, cancel or change information on your health card | ontario.ca](https://www.ontario.ca/health-card)

Have all the systems been restored?

We can confirm that charting systems affected by the recent cyberattack are now online along with our core clinical systems, and operations are back to normal.

What should I do to protect myself if I have concerns about this?

We encourage you to be vigilant and report any suspicious activity to the appropriate authorities. Tips and resources for protecting your identity are available at: https://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide_idt/

What are you doing to prevent this from happening again?

We continue to work to strengthen our systems to prevent these types of criminal attacks, which have become all too common for organizations across Canada and the globe.

Some individuals whose social insurance numbers were affected will be receiving information about credit monitoring in their letter. Credit monitoring is only being offered to those specified in the letters.

We thank everyone in our community for their patience and endurance as we worked through and responded to this criminal cyber attack.

I still have questions. What can I do?

Please refer to your notification letter for a phone number to contact for more information.