

Incident Title: Multi-Breach of Patient Privacy and Improper Use of Health Information

A registered nurse at an Ontario hospital accessed the electronic medical record of her neighbour out of personal curiosity, even though she was not involved in the patient's care.

After accessing the file:

1. She discussed the patient's cancer diagnosis with a friend at a coffee shop.
2. She texted the patient's general health status to her sister.
3. She forwarded part of the record (including the patient's health number and medication list) to a pharmaceutical sales representative to ask about alternative treatments.
4. The hospital later used the patient's contact information and diagnosis to send targeted fundraising emails for a cancer research campaign without obtaining express consent.
5. The hospital did not notify the patient of the unauthorized access.
6. When the patient later requested access to the audit log showing who accessed her file, the hospital refused to provide it.
7. When the patient requested correction of inaccurate medication information in the record, the hospital ignored the request and did not respond within 30 days.