

Lost/Stolen Records:

In the past Health PEI has experienced damage to, as well as loss of, records as a result of devices being misplaced or stolen.

Safeguards should be implemented to securely transport records and/or government issued devices to maintain security and prevent loss of records.

- It is always vitally important to maintain confidentiality when transporting health records to another destination
- Ensure the device is encrypted before it leaves the work location.
- Ensure all records are stored on a network drive and not on the hard drive of the device.
- You must always ensure that the records are transported in a secure manner and transported by appropriate personnel only.
- Records must never be left unattended during transportation. If this is not possible, keep your device in the trunk and ensure the doors are locked.
- Once you reach your destination, immediately make sure all items are accounted for, and again, store records securely.
- It is not recommended for patients to transport original records to another facility.

If records or devices are lost or stolen, follow the CARE steps:

CONTACT

- Call the Service Centre to have the device deactivated (902-620-3600)
- Notify your manager
- Email Security Services for guidance on how to report to RCMP and Risk Management

ACTION

- Retrace your steps to make sure the records or device cannot be located.

REPORT

- Enter incident into PSMS

EXERCISE PRECAUTION

- Follow the recommendations for preventing loss of records and devices.

Damaged Records:

- Taking some proactive measures at your site could help to prevent water damage to records. These would include not storing boxed records near windows, exposed pipes or other potential sources of water and using shelving or pallets to keep boxes up off the floor.
- Areas which house critical equipment, supplies and/or records should be secured and monitored regularly, where possible, during the event.

If paper records get wet, follow the CARE steps: (or 'Take CARE')

CONTACT

- Contact building maintenance or other appropriate escalation to get the water flow stopped.

ACTION

- Move all records to a safe, dry area, if possible. If moving the records is not possible, cover the records with a plastic tarp if they are under an active water leak.

REPORT

- If records are damaged by water or other contaminants, notify your manager/supervisor and the RIM Team as soon as possible to minimize damage to paper records.
- Water leaks, floods, etc. at a Health PEI facility or site are to be reported in PSMS upon discovery, using the **Environment** form. This notifies the appropriate staff in program/facility leadership; Quality, Risk & Patient Safety; and Emergency Management/Business Continuity.
- Additional incident reporting, at the direction of the RIM Coordinators, may be required if records are destroyed as a result of the water damage. Please note that the responsibility to protect records and to report any damaged records also apply to staff who are working from home.

EXERCISE CAUTION

- Wet/damp records quickly begin to form mold, which can be hazardous to your health

Questions, concerns or suggestions related to records management are always welcomed by the RIM Team at healthpeiRIM@ihis.org or 902-368-6886.