

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Risk Category		
PSETS0000091345	Unauthorized Physical or Verbal Access	VBA Indianapolis, IN	7/1/2013	7/12/2013	Low		
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0593817	7/1/2013	INC000000294393	N/A	N/A	N/A	1	
<p>Incident Summary A member of the general public called the VA to report that she has received several letters from the VA that do not belong to her. She stated she had returned the previous letter, but opened the last one. The letter contains the full name and SSN of Veteran A.</p>							
<p>Incident Update 07/01/13: Veteran A will be sent a letter offering credit protection services.</p> <p>NOTE: There were a total of 129 Mis-Mailed incidents this reporting period. Because of repetition, the other 128 are not included in this report, but are included in the "Mis-Mailed Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.</p>							
<p>Resolution The responsible VA employee has been given refresher Privacy Awareness training.</p>							

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Risk Category		
PSETS0000091366	Mishandled/ Misused Physical or Verbal Information	VISN 02 Canandaigua, NY	7/1/2013	8/8/2013	Low		
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0593834	7/1/2013	INC000000294515	N/A	N/A	N/A		1
Incident Summary Veteran A received Veteran B's refill slip at Pharmacy window.							
Incident Update 07/01/13: Due to medication information being exposed, Veteran B will be sent a notification letter. NOTE: There were a total of 102 Mis-Handling incidents this reporting period. Because of repetition, the other 101 are not included in this report, but are included in the "Mis-Handling Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.							
Resolution Veteran A returned Veteran B's information to Medical Center. The Privacy Officer assessed the incident and provided information/instructions regarding proper handling of medical forms.							

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Risk Category
PSETS0000091569	Mishandled/ Misused Physical or Verbal Information	VHA CMOP Leavenworth, KS	7/8/2013	7/11/2013	Low

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0594029	7/8/2013	INC000000296067	N/A	N/A	N/A		1

Incident Summary

Patient A received a prescription intended for Patient B. Patient B's name, address, and type of medication were compromised. Patient A reported the incident to the Des Moines VA Medical Center and a replacement has been requested for Patient B. Leavenworth Consolidated Mail Outpatient Pharmacy (CMOP) investigation concludes that this was a CMOP packing error. The CMOP employee will be counseled and retrained in proper packing procedures.

Incident Update

07/09/13:
Patient B will be sent a notification letter.

NOTE: There were a total of 2 Mis-Mailed CMOP incidents out of 7,515,531 total packages (11,304,880 total prescriptions) mailed out for this reporting period. Because of repetition, the other 1 is not included in this report, but are included in the "Mis-Mailed CMOP Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter.

Resolution

The CMOP employee was counseled and retrained in proper packing procedures.

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Risk Category
PSETS0000091622	Missing/Stolen Equipment	VISN 07 Montgomery, AL	7/9/2013		Low

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0594082	7/9/2013	INC000000296293	N/A	N/A	N/A		

Incident Summary

Two VA encrypted laptops and 20 encrypted desktop computers were discovered missing during an IT annual inventory.

Incident Update

07/10/13:

The devices missing from the IT inventory were all encrypted. The items had been in IT storage and did not have any personally identifiable information (PII) or protected health information (PHI) stored on them. They were last seen on or around 06/18/12. The only people who had access to the area where the equipment turned up missing were VA staff assigned to the area. It was not reported to the VA Police. Staff will continue to search for the missing equipment.

07/26/13:

One desktop computer was located. IT continues to search for the remaining 19 desktop computers and 2 laptops that are still missing.

NOTE: There were a total of 3 IT Equipment Inventory Incidents this reporting period. Because of repetition, the other 2 are not included in this report, but are included in the "IT Equipment Inventory Incidents" count at the end of this report.

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Risk Category		
PSETS0000091817	Mishandled/ Misused Physical or Verbal Information	VISN 19 Denver, CO	7/12/2013	7/30/2013	Medium		
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0594268	7/12/2013	INC000000297360	N/A	No	N/A	189	
<p>Incident Summary</p> <p>The Pharmacy department's address label creating software was inadvertently programed to print the patients' date of birth on the outgoing mailing label. The Pharmacy department has taken steps with the software companies technicians to correct the mistake. The packages were delivered through UPS, which is the VA's contracted secured mail service, to the Veterans' mailbox. One hundred seventy two packages were sent out with the patient's date of birth on the address label.</p>							
<p>Incident Update</p> <p>07/12/13: Due to the fact that the patients' date of birth was exposed with the full name, 172 patients will receive a letter offering credit protection services.</p> <p>07/26/13: Seventeen more individuals were identified. They will also receive letters offering credit protection services.</p>							
<p>Resolution</p> <p>A programming communication error was addressed with the vendor. The system was updated to correct the issue.</p>							

Total number of Internal Un-encrypted E-mail Incidents	96
Total number of Mis-Handling Incidents	102
Total number of Mis-Mailed Incidents	129
Total number of Mis-Mailed CMOP Incidents	2
Total number of IT Equipment Inventory Incidents	3
Total number of Missing/Stolen PC Incidents	3
Total number of Missing/Stolen Laptop Incidents	6 (4 encrypted)
Total number of Lost BlackBerry Incidents	23
Total number of Lost Non-BlackBerry Mobile Devices (Tablets, iPhones, Androids, etc.) Incidents	1