



# Eastern Health

December 8, 2021

To whom it may concern,

On October 2021, a cyber-attack impacted critical IT systems supporting health-care providers across Newfoundland and Labrador. Since then, teams have been working to restore service and investigate the nature and impact of the incident.

Through the course of the ongoing investigation, it was determined that some personal information and personal health information was taken from IT systems used by Eastern Health, although there is no indication that information has been misused at this time. Please read the full [public notification of privacy breach of personal health information](#).

We deeply regret that this incident occurred, and because of the risk of identity theft, we are taking steps to protect the privacy of our current and former clients and employees. As part of this, we are offering **free credit monitoring and identity theft protection services to persons who received health-care services from Eastern Health at any time during the last 14 years**. This service is being provided by Equifax, for a period of **two (2) years**, from the date of enrollment to individuals over the age of eighteen (18) who have a Canadian credit file. For those living outside of Canada, coverage will depend on the availability of the service in their region.

A provincial call centre has been established to answer any questions about the breach and what this might mean for you or your members. It can be contacted by calling toll-free, **1-833-718-3021**. Detailed information about this service, including how to enroll and a brief **'how-to' video**, is available on our website at: <https://www.easternhealth.ca/it-systems-outage/credit-monitoring-identity-theft-protection-services/for-clients/>.

Because some personal information was taken, it places clients at risk of identity theft. As a valued stakeholder, please consider sharing this important information among your community members and support them through the Equifax enrollment process. Please note that an email address is required to access Equifax's services. For those who may not have access, public libraries offer free use of computer terminals that have internet connection: <https://nlpl.ca/library-contacts/public-library-branch-locations.html>.

We encourage you to visit the Government of Newfoundland and Labrador's website (at <https://www.gov.nl.ca/hcs/informatio-n-and-updates-on-cyber-incident/>) for more information on the cyber incident, or to call **provincial toll-free information line at: 1-800-718-3021**.

Eastern Health, along with the Department of Health and Community Services and other regional health authorities, continues to collaborate with the Newfoundland and Labrador Centre for Health Information (NLCHI) and other experts to bring our health-care and clinical IT systems to full functionality.

NLCHI continues to make progress toward restoring IT systems. While the majority of core systems have been reinstated, work will continue until all systems have been restored. You can learn more about NLCHI on their website, at: <https://www.nlchi.nl.ca/index.php>.

We are fully committed to keeping you informed about this situation, and we encourage you to follow our platforms for the most-up-to date information, at:

- Eastern Health website: [www.easternhealth.ca/it-systems-outage/](http://www.easternhealth.ca/it-systems-outage/)
- News Centre: [news.easternhealth.ca](http://news.easternhealth.ca)
- Facebook: [www.facebook.com/EasternHealthNL](http://www.facebook.com/EasternHealthNL)
- Twitter: [twitter.com/EasternHealthNL](http://twitter.com/EasternHealthNL)

Sincerely,



**David Diamond**  
President and Chief Executive Officer  
Eastern Health



**Ken Baird**  
Incident Commander and Vice President for  
Quality, Process Improvement and Clinical  
Support  
Eastern Health