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Dear Health Care Provider,

Re: Patient Notification

Following our previous communication to you regarding the LifeLabs cyber-attack, this communication outlines steps to take to help inform patients who may have been impacted by this incident. Note some patients may not be aware that LifeLabs provided them with service and we are requesting your assistance by posting the notice enclosed with this message.

What happened

Through proactive surveillance of our IT systems, we recently identified a cyber-attack involving unauthorized access to our computer systems. Our investigations to date indicate that the affected systems contained customer information that could include name, address, email, birth date, login, password, health card numbers and lab results. We have been working with our government partners throughout this issue and have notified the respective privacy commissioners, and law enforcement.

Who is affected

The majority of individuals potentially affected visited LifeLabs in Ontario or British Columbia for medical testing or visited other locations like hospitals, medical clinics and private and public lab providers across BC and Ontario that send testing to LifeLabs.

Measures we've taken

LifeLabs has isolated and secured the affected systems and is taking steps to further strengthen our systems to deter future attacks. We have a high level of confidence that we have contained and eradicated the threat and this is supported through our ongoing monitoring. We are offering cybersecurity protection services to our customers, such as identity and fraud protection insurance to any concerned customers.

At this time, our cyber security firms have advised that the risk to our customers is low and that they have not seen any unauthorized use or disclosure of customer data during their investigations, which include monitoring of the dark web and other online locations.

There is no risk of exposure as a result of this incident to health care providers who continue to connect to our systems.

Notifying Patients

LifeLabs has prepared the attached poster to inform customers of what happened and cyber security protection services that are available to them.

Please post this information as appropriate to inform your patient population that they may be affected.

Sincerely,

Dr. Andrew Don-Wauchope
Vice President, Clinical Affairs

Dr. Mike Kelly
BC Medical Director

Dr. Timothy Feltis
Ontario Medical Director