Medicentres Canada Inc. (Medicentres) has been providing highly accessible, high quality primary health care to Albertans for over 30 years. Physicians and staff are dedicated to serving the needs of patients’ and meeting their health care needs in a professionally competent, friendly, caring and efficient manner.

It is therefore with great regret that we are advising our patients of a potential privacy breach that affects a large number of our patients. On October 1, 2013 we were notified that a laptop belonging to an IT consultant working for Medicentres was stolen. Immediately upon learning of this theft Medicentres contacted the Edmonton Police Department and the Office of the Information Privacy Commissioner of Alberta.

The laptop contained names, dates of birth, provincial health card numbers, billing codes, billing amounts and diagnostic codes of patients seen at Medicentres clinics in Alberta between May 2, 2011 and September 19, 2013. Approximately 620,000 patients have been affected. To date, Medicentres has no information to suggest that any of the personal information on the laptop has been accessed or misused.

Medicentres has already implemented a number of additional security measures and we are further auditing our security policies and procedures and are implementing further measures to ensure that personal information is further safeguarded.

Medicentres also takes its responsibility to protect personal health information seriously. We apologize to all of its patients for any concern this may cause.

Medicentres has no information suggesting that the personal information contained on the laptop was accessed or misused. Affected patients are encouraged to review bank and credit card statements and report any unusual activity immediately to their financial institution. Affected patients can also visit the Privacy Commissioner’s website at http://www.oipc.ab.ca/pages/home/default.aspx for more information.

If affected patients have any questions, please contact Medicentres directly at 780-484-8741 or via email at info@medicentres.com.

Media inquiries should be directed to Ms. Dan Stannard or Dr. Arif Bhimji at 780-483-7115.