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DEPARTMENT OF VETERANS AFFAIRS  
Office of Information and Technology  
Office of Information Security  
Risk Management and Incident Response  
Incident Resolution Team



**Memphis Incident**  
**February 21, 2014**

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Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Risk Category		
PSETS0000097548	Mishandled/ Misused Physical or Verbal Information	VISN 09 Memphis, TN	12/2/2013	12/23/2013	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
VANSOC0599666	12/2/2013	INC000000329849	N/A	N/A	N/A	28	1

**Incident Summary**

On Monday morning, 12/2/13, the Privacy Officer was notified via email by an employee stating on 12/01/13, a Resident was involved in a strong arm robbery at the Medical Center West parking lot at approximately 6:45pm. The Resident was going to her vehicle when she was approached by a black male with a gun. The suspect took her bag which contained her books, stethoscope, and an assignment list containing approximately 14 patient names and their last four digits of SSN. The robber made away with the bag and all its contents.

**Incident Update**

The Privacy Officer (PO) reports the Information Security Officer's report shows the Resident involved in the robbery has not been issued any VA laptops, as reported early. It has also been determined that there are 18 patients affected by the incident instead of 14 as reported in the initial notification PO received.

Therefore 18 Patients will receive a letter offering credit protection services.

12/04/13:

PO conducted a fact-finding into this incident today; met with the VA Resident, Chief of Medicine Service and Chief of Education Service who is also responsible for Graduate Medical Education program at the Memphis VAMC. PO is going to meet with ISOs to review outcome of the fact-finding and then provide appropriate remediation to prevent future occurrence of the incident among other Residents.

12/11/13:

need ten more CPS and one Next of Kin notifications.

**Resolution**

Privacy Officer and Information Security Officer have provided education to the Medical Center leadership. It has been requested that residents provide a documented and signed authorization to take patient information outside of the hospital. PO and ISO recommend that the Medical Center leadership intervene to stop Resident/Providers from taking VA Sensitive information outside the hospital.

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