



Department of Veterans Affairs

Mann-Grandstaff VA Medical Center
4815 North Assembly Street
Spokane, WA 99205-6197

Press Release

FOR IMMEDIATE RELEASE
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Mann-Grandstaff VA Medical Center to Notify Selected Veterans of Potentially Compromised Personal Information

Spokane, WA– The Mann-Grandstaff VA Medical Center (MGVAMC) in Spokane has notified 3,275 Veterans whose Protected Health Information (PHI) was potentially compromised. On August 7, 2017, an equipment inventory determined that a vendor-issued laptop from the Mann-Grandstaff VAMC Lab was missing. This laptop, a standalone piece of equipment used to interface with a Laboratory hematology analyzer, was in operation between April 2013 and May 2016. The laptop was replaced by the vendor in May 2016 after it became unusable, but they have no record of taking the laptop from the facility. VA staff conducted an extensive search of the VA premises and were unsuccessful in locating it.

Although we cannot say for certain what information was stored on the missing laptop, we are taking the necessary precaution of alerting every Veteran that may have had a hematology sample processed on the analyzer. We have determined that the information potentially at risk are full names, dates of birth, and social security numbers.

Honoring and serving America's Veterans is our utmost priority. We at VA take information security very seriously and will continue to work to ensure that appropriate safeguards are in place to protect Veterans' information. Leadership at Mann-Grandstaff VAMC has developed a new media sanitization policy to prevent this from happening in the future.

Every Veteran that may have had a hematology sample processed at the Mann-Grandstaff VA by the analyzer in question between the April 2013 and May 2016 timeframe will receive a letter of notification and, where appropriate, an offer of credit monitoring for one year at no charge by Experian. Veterans wishing to take advantage of the credit monitoring can use either Engagement Code: PC-746 (preferred) or PC-747 when calling Experian to enroll in credit monitoring. Experian originally provided the Engagement Code PC-747, but instead prefers PC-746 for Veterans. Veterans with questions for Experian can call 866-252-0121.

Veterans with questions about this incident may also write to:

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ATTN: Privacy Officer
4815 North Assembly Street
Spokane, WA 99205-6197

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