Dane County Department of Human Services
Reporting a Breach Event

A breach event is an event where client information is disclosed to an unauthorized person or where client information is at risk of being disclosed. Once you have discovered that a breach event has occurred, you need to follow these steps:

1. Immediately take whatever corrective actions you can do to prevent the breach or to prevent the expansion of the breach. For example, if an e-mail was sent containing the wrong client information, attempt to recall the e-mail before it is read. If a file was accidently left at an unsecured place, attempt to immediately and physically retrieve the file. Once retrieved, examine the file to determine if there is evidence that unauthorized persons likely did or did not see the information.

2. Inform your supervisor of what happened:
   - WHO: Who was involved? Who are the clients whose information is at risk? Who may have seen information they were not authorized to see?
   - WHAT: What kind of record or information was breached or potentially breached? What happened? Describe the event in chronological order. What mitigating actions were taken?
   - WHEN: When did this happen?
   - WHERE: Where did this happen?
   - HOW: How did this happen and how could the breach event have been prevented?

3. Your supervisor will report the breach event to the Breach Identification Group of the HIPAA Compliance Awareness Team. E-mail address #HS BIG CAT is available for that purpose. If your supervisor is not available, you will need to report the breach to #HS BIG CAT yourself. Do not panic, but do not waste time in reporting.

4. The Breach Identification Group will evaluate the event and determine the next appropriate steps to take.

5. Stay involved. You and your supervisor may need to notify clients or take other steps as directed.