

Discrepancy in laboratory result date in COVID-19 test result SMS message

The Public Health Laboratory Services Branch under the Centre for Health Protection (CHP) of the Department of Health today (April 1) found that the laboratory of the Chinese University of Hong Kong (CUHK), which was providing testing services on COVID-19 for the CHP, had sent SMS message of negative test result to members of the public and their doctors with incorrect laboratory result date after completing COVID-19 test of 88 samples. No personal data nor privacy was involved in the incident, amid no test result was affected.

The CHP has followed up on the incident immediately. SMS message will be sent to the affected persons and their doctors notifying them the discrepancy in laboratory result date. SMS message with correct laboratory result date will also be resent.

The CHP is highly concerned about the incident and will review the workflow with the CUHK to prevent a reoccurrence of similar incidents in future.