

Response to HTH-2013-00169 -- Costs of health data breach call centre.

**Call Centre Costs –
March 1 to June 13, 2013**

Cost Item	March	April	May	June	Total	Notes
Staff	\$ 19,159.35	\$ 1,666.72	\$ 1,202.34	\$ -	\$ 22,028.41	1
Service Delivery						
Charges	\$ 4,439.00	\$ 3,705.00	\$ 3,705.00	\$ -	\$ 11,849.00	2
Facilities	\$ -	\$ -	\$ -	\$ -	\$ -	
Infrastructure	\$ -	\$ -	\$ -	\$ -	\$ -	3
Tax	\$ 1,179.92	\$ 268.59	\$ 245.37	\$ -	\$ 1,693.88	
Total Invoiced	\$ 24,778.27	\$ 5,640.31	\$ 5,152.71	\$ -	\$ 35,571.29	

Notes:

1. No invoice received for June 2013
2. Includes: Toll Free Number(s), long distance charges, Call Centre Anywhere fees and data archiving
3. Includes, desktops, software and telephone

Source of data: Invoices received by the Ministry of Health to July 3, 2013

Call Centre - Weekly Call Statistics - Calls Answered

Month	March					April					May					June			TOTAL
week	1	2	3	4	5	1	8	15	22	29	6	13	20	27		3	10	17	
TOTAL																			
Calls	5	10	10	15	7	3	3	7	2	4	4	1	1	2		1	1	1	77

Notes:

March Week 1 = one day (March 1). All other weeks include Monday to Friday, excluding statutory holidays.