



Health and Social Services  
PO Box 2703, Whitehorse, Yukon Y1A 2C6

December 13, 2023

Sent by Secure File Transfer

Applicant c/o  
Access and Privacy Officer  
Corporate Information Management, ATIPP Office

**SUBJECT: Final Response Access Request 23-420**

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**Decision**

The Department of Health and Social Services has searched the Emergency Medical Services and has identified records responsive to Access Request 23-420:

Looking for any information regarding Medical Transfer Protocol Suite, the MedEvac triage software developed by Priority Dispatch. When was MTPS first used in the Yukon? Staffing to operate MTPS Complaints about MTPS MTPS Issues MTPS bugs MTPS failures MTPS glitches MTPS efficiency How many Yukon MedEvac cases per year on average since 2020? How does MTPS work in the field? How many dispatchers are required to operate MTPS? How many times has MTPS been used in Yukon MedEvac cases? How many issues have been reported in cases that used MTPS? (high priority marked low priority, inaccessible equipment or medication, system glitches, etc) How much does MTPS cost per year (in terms of the software and staffing dispatchers to operate the software)? How many complaints about MTPS have come from MedEvac staff? How many complaints about MTPS have come from patients or families of patients? How many times has an MTPS issue been referenced in cases of patient deaths? Protocol for complaints and concerns regarding MedEvac. Protocol for complaints and concerns regarding MTPS specifically. Who oversees MTPS use in the Yukon? Why was MTPS purchased in the first place? What additional training is involved with traditional triage? How much does that additional training cost? Is this training available in the Yukon? Is MTPS faster than triage staff? Is MTPS more efficient than triage staff? Does MTPS make as many mistakes as triage staff?

Timeframe: January 1, 2021 - November 22, 2023

The final response on the information is as follows: **Access Granted in Part**

Note: attachments with extension.png are a result of file conversion of logos embedded within email signatures and have been removed.

Certain types of information have been redacted pursuant to the Access to Information and Protection of Privacy Act. A summary of these redactions is enclosed.

Pursuant to section 66 of the Access to Information and Protection of Privacy Act you may contact Yukon's Information and Privacy Commissioner with a complaint in respect to this response. Section 66 states:

*An applicant may, in respect of the head of a responsive public body's response to their access request under section 64, make a complaint to the commissioner by filing the complaint in accordance with section 90.*

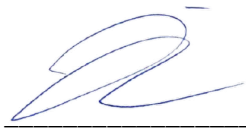
Should you wish to do so, please refer your written complaint within 30 business days to the Information and Privacy Commissioner at:

Yukon Information and Privacy Commissioner  
3162 Third Avenue, Main Floor, Whitehorse, Yukon Y1A 1G3  
E-mail: [intake@yukonombudsman.ca](mailto:intake@yukonombudsman.ca)  
Phone: (867) 667-8468; (toll free: 1-800-661-0408 ext. 8468)

There is no charge to the applicant.

### **Contact Person in Department**

If the applicant has any questions, please contact Natasha Stuckey, Designated Access Officer for Department of Health and Social Services at 867-332-6135 or [natashia.stuckey@yukon.ca](mailto:natashia.stuckey@yukon.ca).



Tiffany Boyd  
Deputy Minister, Health and Social Services

Enclosure (1)



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## Summary of Redactions

ATIPP File #: 23-420

Records Summary	
Initial Page Count:	49
Duplicates:	
Out of scope:	1
Pages redacted in full:	
Final Page Count:	50 (48 pages + 2 pages of clarification)

Redactions Summary	
70 (1)	Third party personal information
74(1)(a)	Policy advise and recommendations
79 (a)(ii)	Disclosure harmful to the public

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Notes:

Out of scope records may include records outside of the time frame of the request and/or records unrelated to the subject matter of the request.

Pages redacted in full are documents that have been redacted in entirety, with no part of the document being eligible for release.