

Notice of unauthorized access to patient information at Stoughton Trailers' clinics

QuadMed provides certain occupational health and primary care services onsite to Stoughton Trailers' contractors as well as prospective, current and former employees and certain of their dependents.

When QuadMed took over the onsite clinics, Stoughton Trailers and QuadMed agreed that occupational health-related information would continue to be stored in a shared occupational health electronic records system to allow certain authorized Stoughton Trailers' employees the access needed for administration of occupational health matters.

On December 26, 2017, QuadMed became aware of a potential technical issue in the occupational health electronic records system and subsequently determined that certain Stoughton Trailers' employees had access to more information in that system, as well as through other electronic means, than permissible since May 9, 2016. The information that may have been accessed included your name, date(s) of services or treatment at the onsite clinics, and medical information, such as test or evaluation results, diagnoses, and information related to your medical history, examinations, physicals, screenings, vaccinations, travel medicine, and/or workers' compensation information.

In light of this incident, QuadMed and Stoughton Trailers have implemented new administrative and technical controls to protect your health information in the occupational health electronic records system. In addition, employees have been re-educated on HIPAA's requirements for protecting health information.

We are aware of how important the privacy of your information is to you. We sincerely apologize and regret that this situation has occurred. QuadMed is committed to providing quality care, including protecting your health information.

If you have any questions, please call our dedicated, toll-free response line that has been set up at (888) 871-7410. Individuals will be available to answer your questions, Monday-Friday, 8 a.m. to 8 p.m. CST.