

Notice of unauthorized access to patient information at Whirlpool Corporation – Clyde, Ohio clinic

Starting in January 2017, QuadMed took over operation of the onsite clinic at Whirlpool Corporation's Clyde, Ohio plant and began providing occupational health and certain other medical services to Whirlpool employees and contractors. When QuadMed took over the onsite clinic, Whirlpool and QuadMed agreed that occupational health-related information would continue to be stored in Whirlpool's occupational health electronic record system to allow Whirlpool employees the access needed for administration of occupational health matters. The system was to be updated with additional administrative and technical controls to enable QuadMed to protect the privacy of health information.

QuadMed discovered, however, that those controls were not fully implemented. As a result, Whirlpool employees had access to more information in the system than permissible in certain instances. The information that may have been accessed included your name, date(s) of services or treatment at the clinic, 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 services.

QuadMed became aware of a potential issue on February 6, 2017 and has been working to investigate and then remedy the issue since that time. In October 2017, QuadMed was granted with the needed level of system access to more thoroughly investigate the issue. QuadMed subsequently determined this notification was appropriate.

QuadMed and Whirlpool implemented new administrative and technical controls to protect health information in the electronic records system. In addition, employees have been re-educated on HIPAA's requirements for protecting health information.

QuadMed is 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 toll-free (844) 551-1719. Individuals will be available to answer your questions Monday-Friday, 9 a.m.-9 p.m. EST.