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Notice to our patients

1/21/2010

Carle Clinic Association has been the target of a scam to steal outdated X-ray films. Some of these included information about patient care at Carle Clinic. We take the responsibility of protecting patient information seriously and review on an ongoing basis, opportunities to improve securing patient information.

Carle Clinic regularly purges and recycles outdated X-ray films using a reputable company hired for that purpose. Until recently, we believed the system was secure. However, individuals posing as representatives of this company intercepted a shipment of films at a Carle Clinic warehouse in Urbana, on January 13, 2010. Staff determined on January 14, 2010 that the transfer was a theft, launched a thorough internal investigation which includes information gathering such as staff interviews, record and documentation review. The incident has been reported to police. Investigators have informed us that other healthcare providers in Illinois have also been targeted.

The stolen films, dating back from 2005 and earlier, did contain patient names and birthdates but did not contain Social Security numbers or addresses. The following information may also have been included: full patient names, patient date of birth and gender, patient clinic medical record numbers, internal accession numbers, type of film (such as "hip") and site location ("left" or "right"), date and time image created, the physician or provider name and internal provider number. In addition, the files may have included date and time the film was read, the reader's name, patient's medical history, findings of the image, impression, outside comparison to other films and name of person(s) to whom the report was copied (cc).

We believe the films were stolen for the silver in the images, which can be removed and sold for cash. We do not believe information in the material is sufficient for identity theft. Even so, we recommend patients who may have been affected monitor their credit report for any suspicious activity. In an abundance of caution, we are offering affected patients assistance in obtaining this service.

Carle Clinic has taken immediate steps to change procedures and reduce the risk of similar future incidents. Our staff will also undergo extensive training, and policies will be reviewed and revised as necessary.

At Carle Clinic, we value the trust our patients have placed in us and remain committed to providing the highest quality health care. Carle Clinic's Corporate Compliance department is working to ensure improvements are made and security is maintained.

We regret any inconvenience and patients with questions may call 866-451-4833.