

Protecting your privacy

*A message from the Quest
Diagnostics Privacy Officer*



At Quest Diagnostics Health & Wellness, we take your privacy and security very seriously and have steps in place to ensure your information is protected when you complete your employer-sponsored biometric screening.

Health Insurance Portability and Accountability Act (HIPAA)

All information obtained in your employer-sponsored screening experience is Protected Health Information (PHI) and is secured in accordance with the Health Insurance Portability and Accountability Act (HIPAA) Security Rule. When you register at My.QuestForHealth.com to complete your screening, you will be asked to complete a HIPAA authorization, encompassed in the site's Terms and Conditions, to obtain your permission to use and share your information with authorized third parties that use this information to provide programs and services based on specific health needs.

Scheduling your screening and viewing your results

You'll also be asked to create your own username and password, which you can use to schedule your screening and view your results. This information is private and ensures that after your screening, you'll be able to log in and view your individual results, and if needed, take action. If you forget your password, you can reset it using a secure process. When you utilize the password reset link, an email is sent to the email address that is on file, with a link to reset your password; the link expires in 60 minutes.

Privacy during your screening experience



Providers are trained to protect your biometric and personal information. During an onsite screening event, providers facilitate your screening, record your biometrics, and submit specimens and requisitions to ensure proper testing. They also ensure that your individual results are available to only you via your My.QuestForHealth.com account or approved third-party platform. Providers should not state any of your biometric or screening measurements out loud, or ask any questions that may require you to verbally state any confidential information (for example, "Are you pregnant?").

Protecting your data

Your information is private. Leaders, managers/supervisors, and Human Resources staff do not have access to your individual screening results, and those results will never be used to determine employment or insurance eligibility status.

In order to administer your employer-sponsored wellness screening program and your employer's group health plan, a limited number of employees may have access to individual results on an as-needed basis. Examples of when access may be used include research and resolution of an issue regarding results, or in regard to administering incentive credits. In compliance with your authorization during program registration, your results may be shared with outside vendors responsible for administering various health management programs.



If your employer has requested that printed results be delivered to you, your results will be sent to a print vendor via a secure data feed as soon as they are available. The results report will then be printed and securely mailed to your address on file.

What your employer sees



After completion of the screening program, your individual results will be stripped of all identifying information and combined with other participants' results in a statistical database to compile aggregate reporting.

The aggregate report will indicate if the employee population as a whole has particular health risks, which in turn allows your employer to better develop and implement preventive health programs and services.

For example, if elevated fasting glucose or HbA1c represent common high-risk factors for an employee population, the employer may decide to look into a diabetes prevention program. That way, those employees who have a fasting glucose or HbA1c in the prediabetes range can get help making the lifestyle changes necessary to avoid a type 2 diabetes diagnosis.

We know that when you complete a biometric wellness screening, there is a lot at stake, and that's why we do everything in our power to protect your privacy and your results, and provide a positive experience.