

The Outsourcing of Private Medical Information Offshore

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Midterm Outline
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I. Introduction

1. Medical information being sent offshore for processing raises privacy issues.

II. Background

1. Incident where Pakistani subcontractor threatens to publish UC San Francisco Medical Center patient information to the Internet if not paid.
2. Toledo's Heartland Information Services involved in extortion incident with its Bangalore employees over patient records

III. Ethical Analysis

1. Utilitarian perspective of corporations to lower cost
 - A) Sending work offshore reduces costs since labor is cheaper
 - B) Lower costs should theoretically mean more affordable healthcare
2. Consumer's right to privacy
 - A) Information being sent offshore is sensitive
 - B) If information gets into wrong hands, consumers could become victims of exploitation
 - C) "No one should be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks on his honour or reputation. Everyone has the right to the protection of the law against such interferences or attacks." – United Nations

IV. Solutions

1. United State's reliance on corporate self-regulation of data privacy not enough
 - A) Main purpose of corporations is to maximize shareholder profits
 - B) Securing data privacy can be seen as a cost that does not contribute to profit
2. "Let the consumer decide"

- A) ELoan let's consumers choose whether to have their applications processed in US or India
 - B) Outsourced applications processed in 1 to 2 days versus 10 days if processed in US.
3. Need for stronger legislation for data protection
- A) European Union Data Protection Directive
 - B) Strengthening of India's Information Technology Act
 - C) California State Senate legislation

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