

# Memorial Hermann Health System Eases Email Encryption with Zix

Learn how Memorial Hermann uses  
ZixEncrypt to easily secure protected health  
information and other sensitive data



# Memorial Hermann Health System

Memorial Hermann is an integrated health system with 5,500 affiliated physicians and more than 26,000 employees who practice evidence-based medicine with a relentless focus on quality and patient safety. One of the largest not-for-profit health systems in Southeast Texas, Memorial Hermann has nearly 20 hospitals, including 14 hospitals owned and operated by Memorial Hermann and 5 through joint ventures.

In serving its patients, Memorial Hermann also takes the necessary measures needed to protect patient privacy, including securing protected health information in email. To best protect email and keep communication flowing smoothly between physicians, nurses, staff, patients and outside healthcare organizations, Memorial Hermann uses industry-leading ZixEncrypt.

An easy-to-use solution, proven automatic policies and exceptional support make Zix a reliable and trusted partner in cybersecurity.

## BACKGROUND

The largest not-for-profit healthcare provider in southeast Texas:

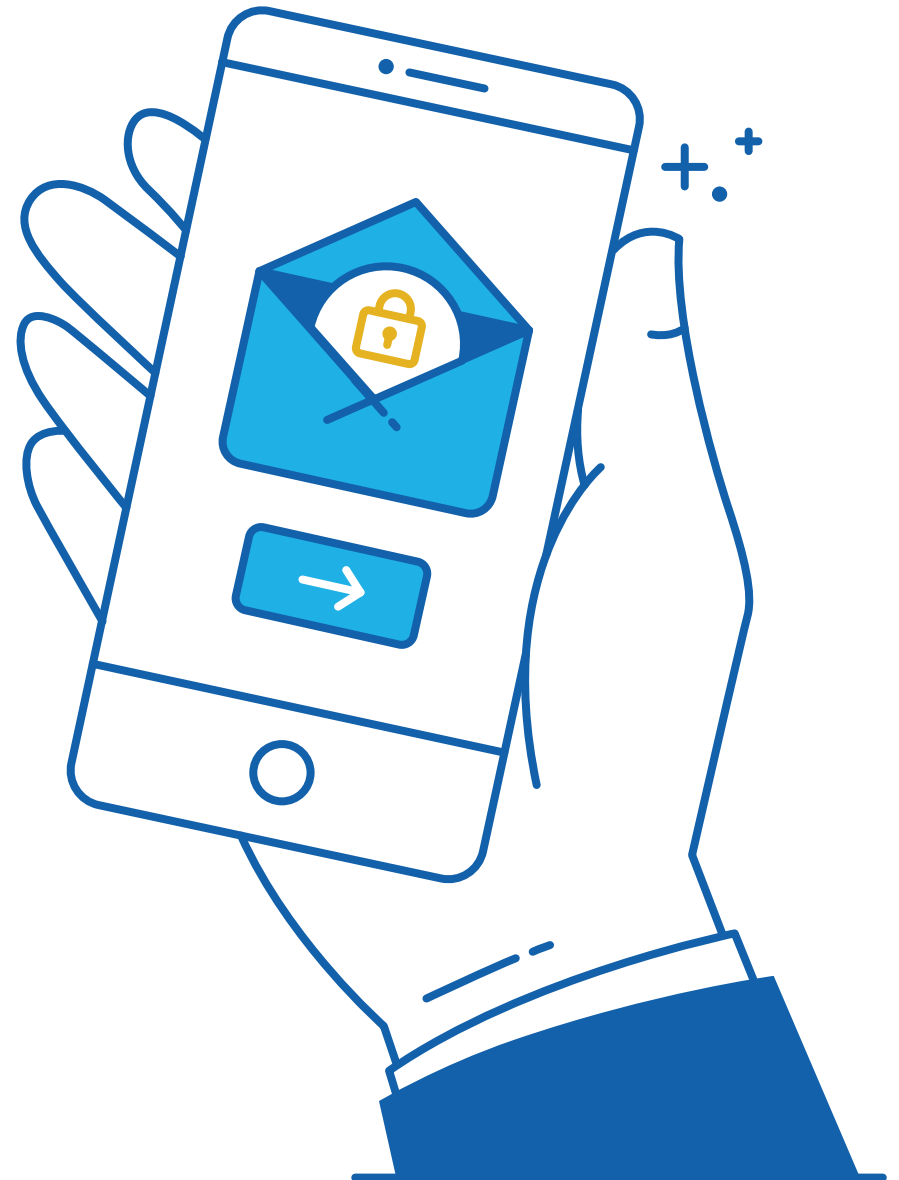
- has 5,500 affiliated physicians and more than 26,000 employees
- owns and operates 14 hospitals and has joint ventures with five other hospital facilities
- operates one of the nation's busiest Level I trauma centers
- serves as the primary teaching hospital for McGovern Medical School at UTHealth

## CHALLENGES

- Easily secure protected health information and other sensitive data exchanged in email

## SOLUTION

- **ZixEncrypt**



# Transparent and Convenient Delivery Eases Encrypted Email

Traditionally, the top challenge for email encryption centers on the user experience. Securing email is complex, but in order for email encryption to be effective, the solution must be as simple to adopt and use as regular email. Designed with this challenge in mind, ZixEncrypt features the patented Best Method of Delivery and ensures that encrypted messages are convenient to exchange between ZixEncrypt customers and other users.

**“Nurses, physicians and even patients understand why we need email encryption and our organization really likes the Zix solution.”**

## **PATRICK SANTIAMO**

*Cyber Security Analyst – Cyber Security for Memorial Hermann Health System*

For Memorial Hermann, nearly 75 percent of its encrypted emails are exchanged transparently to other ZixEncrypt customers, allowing more than 1,750 outside organizations to access encrypted email right from their inbox with no extra steps or passwords. With this unrivaled ease of use, email messages and their attachments are secured when leaving Memorial Hermann’s network and then automatically decrypted at the recipient organization’s network, requiring no unnecessary hassle.

For other organizations that do not use ZixEncrypt, Memorial Hermann sets up TLS connections for expanded transparency when sending secure emails.

“When communicating protected health information or personally identifiable information outside of Memorial Hermann, it’s critical that we have a secure yet seamless means of emailing other doctors, clinics and hospitals,” said Patrick Santiamo, Cyber Security Analyst – Cyber Security for Memorial Hermann Health System. “The Zix solution and user experience are great and often works without anyone noticing. Nurses, physicians and even patients understand why we need email encryption, and our organization really likes the Zix solution.”

A mobile-friendly, custom-branded portal enables recipients without ZixEncrypt to easily access encrypted email. In less than two steps, recipients can quickly read, reply and reply-all to encrypted emails.

**ZixEncrypt offers policy-based email encryption to identify and encrypt email containing sensitive information in the message or attachments.**



# Automation Enables Protection and Compliance

Just as encrypted email is convenient to receive, it is also convenient to send. With out-of-the-box automatic policies for Health Insurance Portability and Accountability Act (HIPAA), Social Security numbers and financial information, Memorial Hermann has confidence that emails with sensitive information in the message or attachment are protected. When a policy is triggered, emails can be encrypted, blocked or quarantined depending on the content, sender or recipient, or other policies.

"Zix email encryption and policies are a way for us to meet our HIPAA requirements and automatically prevent spillage for everyone in our organization. It serves as a cost saving measure, keeping us from facing fines related to a breach," said Santiamo.

HIPAA requires that protected health information (PHI) be "unusable, unreadable, or indecipherable" to unauthorized individuals. More than 1,200 U.S. hospitals trust ZixEncrypt to assist with their compliance when exchanging PHI in email.

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# Responsive & Friendly Support Provides Added Value

In addition to its industry-leading email encryption, Zix provides superior support to Memorial Hermann. A Zix support expert is easy to reach and quick to address any questions or needs that come up. Available 24/7/365 by phone or email, the response times and friendliness of Zix Support stands out among other technology and security vendors.

"Set up and upgrades have been simple, and I've never had to routinely contact Zix Support. However when I do, they are easy to reach and happy to provide support through troubleshooting or hopping into the system to show me a fix," said Santiamo. "I don't have to wait or contact them repeatedly. Zix is one of the best companies we use."

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