

# Portal friction is manufacturing the next healthcare breach

48% of healthcare organizations force recipients into a portal login for encrypted email. More than 1 in 3 report staff bypassing it.

## What we found

### 48% of healthcare organizations always require a portal login to read encrypted email.

Portal logins add a step for every recipient, so senders route around them. More than 1 in 3 organizations, 34%, report clinical staff bypassing encryption to avoid the portal workflow. A control meant to protect PHI becomes the reason it travels unprotected.

## What it means for buyers



### Encrypted mail hides behind a login

48% of organizations always require recipients to log in to a portal to read encrypted email.



### Staff route around the friction

34% report clinical staff bypassing encryption to avoid the portal workflow.



### A control becomes the risk

The step meant to protect PHI drives it onto unencrypted paths instead.

## WHY PAUBOX

# #1

on G2 for email encryption in healthcare, rated by verified users.



### Frictionless encrypted delivery

Encrypted email arrives in the recipient's inbox, with no portal login required.



### Patented Secure Message Center

When TLS is unavailable, PHI routes to a secure path instead of the open internet.



### HITRUST certified

Annual third-party audit of every control.