

## SECTION 03

# Portal friction is manufacturing the next breach

The encryption process itself is generating the biggest preventable risk in the dataset. Portals are the mechanism.

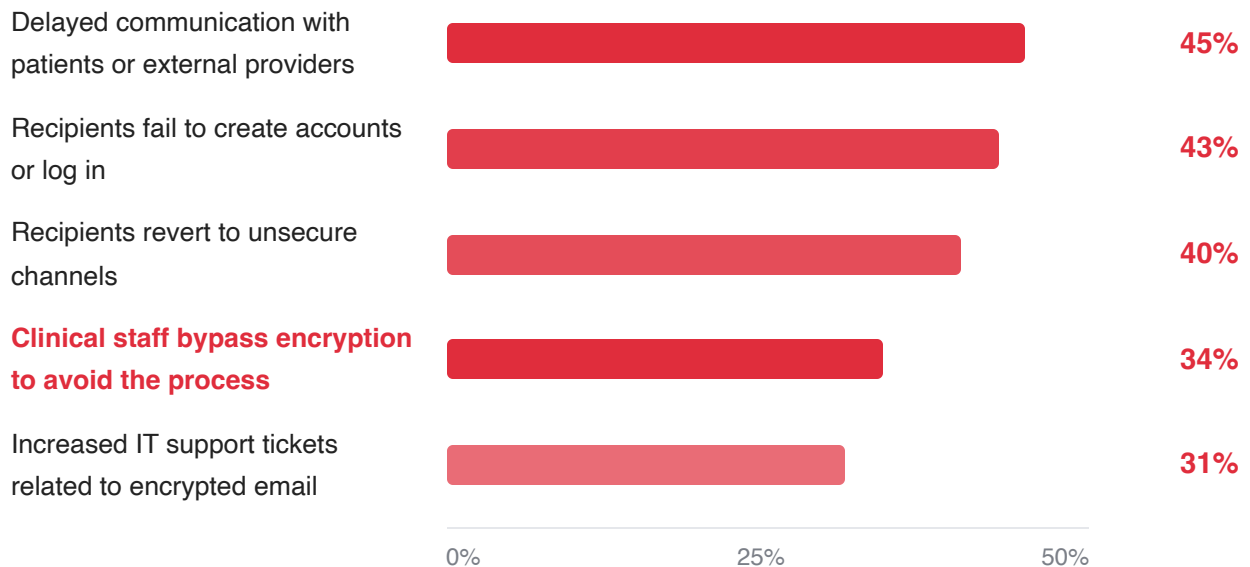
# The compliance tool is generating non-compliance

48% of organizations always require recipients to log in to a portal. That choice produces five measurable problems.

## Portal friction outcomes

What happens when the encryption process creates friction, in order of prevalence (n=170).

 % of organizations reporting this outcome



Another 46% require portals sometimes. Only 6% deliver encrypted email directly to the recipient's inbox.<sup>[4]</sup> Clinicians who cannot complete their workflow inside the encryption system move around it.

More than 1 in 3 healthcare organizations (34%) report clinical staff bypassing encryption to avoid the process.<sup>[4]</sup> The control deployed to prevent a HIPAA violation is causing the exact behavior it was meant to block.

# Recipient experience is the feature that makes encryption real

The 40% "recipients revert to unsecure channels" finding compounds the risk. An encrypted message that never gets read forces the sender to resend through a less secure channel.

Compliance posture scored highest in the Maturity Index (3.35). The workflow produced by portal-based encryption is directly undermining that posture.

Portal delivery is often described as the safe choice. The survey data says it is functioning as a workaround-generating control, not a protective one.

Clinicians who cannot complete their workflow inside the encryption system move around it. Patients who cannot access a portal receive PHI through unsecured channels, or never receive it at all. Either outcome is a breach in motion.

"When more than a third of clinical staff are working around the encryption control, the control is not working. Recipient experience is not secondary to security."

**Hoala Greevy**

Founder and CEO, Paubox

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