

# 73% say patients value secure email from their providers




Secure communication is not only about compliance. Patients notice it, and it builds trust.

## What we found

**73% of healthcare IT leaders say patients value secure email communication from their providers.**

Secure email is often framed as a compliance cost. Healthcare leaders see it differently: as something patients recognize and trust, as long as it does not force them through a portal to read a message.




## What it means for buyers

-  **Compliance is not the whole story**  
93% of leaders say HIPAA compliance matters for email, but patients expect ease too.
-  **Encryption tops the priority list**  
78% call encryption the most important feature in secure email.
-  **Friction erodes the experience**  
86% say current tools create friction, which patients feel too.

## WHY PAUBOX

# 4.9/5

average rating from 480+ verified G2 reviews by healthcare teams.

-  **Secure email patients can actually read**  
No portals or passwords. Encrypted messages arrive in the patient's normal inbox.
-  **Encryption by default**  
Every message is protected automatically, with nothing extra for staff or patients.
-  **HITRUST certified**  
Annual third-party audit of every control.