



Protecting Those Who Need It Most

Children's Memorial Hospital relies on ZixCorp to help secure data



Kids come first—that's the motto of the Children's Memorial Hospital of Chicago, one of the nation's leading pediatric facilities.

Illinois' only freestanding hospital exclusively for kids, Children's Memorial Hospital is home to more than 1,100 pediatric experts in 70 specialties. In 2008, it logged more than 462,000 inpatient and outpatient visits from 32 countries and all 50 states. It's the training ground for the prestigious Feinberg School of Medicine of Northwestern University.

Since it first opened its doors in 1882, Children's Memorial Hospital has provided top quality care to its patients while respecting their privacy. That tradition continues today, and the hospital has carefully put in place security measures to safeguard the personal health information (PHI) of those seeking medical assistance.

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"Our patients and their families have put great trust in us," said Ron Isbell, Information Security Administrator for Children's Memorial Hospital. "We do everything we can to ensure their PHI remains private."

Protecting sensitive data a priority

One of the security tools the Children's Memorial Hospital has implemented is the ZixCorp email encryption service. The hospital's 7,000 employees can encrypt sensitive data to ensure compliance under the Health Insurance Portability and Accountability Act (HIPAA) as well as its own stringent security measures.

At a Glance:

- Children's Memorial Hospital of Chicago

Hospital Background:

- More than 462,000 inpatient and outpatient visits—from 32 countries and all 50 states—in 2008.
- Is the pediatric training ground for Northwestern University's Feinberg School of Medicine.
- Consistently ranks as one of the nation's best children's hospitals by *U.S. News & World Report* and *Parents* magazine.

Issue:

- Needed email encryption to send protected health information (PHI) and other sensitive data pertaining to their patients.

Solution:

ZixCorp's Email Encryption Service

Benefits:

- Easy to install and maintain
- Access to the ZixDirectory
- Able to communicate securely with partners
- Transparent to end users

About ZixCorp:

Zix Corporation is the leader in email encryption services. ZixCorp offers the simplicity of Software as a Service with the convenience of customizable encryption policies. ZixCorp provides automated key management “in the cloud” for all its customers, resulting in a scalable, reliable, easy-to-use and simple-to-administer service. ZixDirectory is the largest email encryption directory in the world enabling seamless and secure communication among communities of interest. ZixDirectory connects over 17 million members and includes over 800 financial institutions, the FFIEC federal banking regulators, 20 state banking regulators, over 30 Blue Cross Blue Shield organizations and more than 1000 hospitals.

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“When you’re dealing with children, you’re very aware their medical history is going to be with them for a long time,” said Isbell. “They’re vulnerable members of our society and you want to do everything you can to protect them.”

Isbell says choosing ZixCorp to help secure this data was an easy decision. “I was looking for a solution that I didn’t have to manage internally,” he said. “ZixCorp fit the bill perfectly.”

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ZixDirectory popular with health care

The power of the ZixDirectory was a big draw for Isbell. “Having access to the ZixDirectory was important to me,” he said. “I love that I can transparently and securely exchange emails with a large number of our business partners.” Isbell says he was impressed with the breadth and scope of the number of health care organizations that are ZixDirectory members. “The fact that ZixCorp is the largest email encryption service in the health care space and that it dominates this market was definitely a draw for me,” he said.

ZixCorp’s email encryption service lets organizations like Children’s Memorial Hospital instantly plug into the largest email encryption directory in the world. ZixDirectory boasts 17 million protected email addresses and is growing at more than 100,000 new members each week. Once connected, users send and receive secure emails transparently, without having to manage encryption keys. ZixCorp provides automated key management for its customers in a wide variety of industries including health care, financial services and government.

ZixCorp’s service a solid solution

Another key reason Isbell chose ZixCorp was that it offered a simple yet powerful email encryption solution that he doesn’t have to manage internally.

“I love the fact that it’s a turnkey service and a great one at that,” he said. “The whole process is easy—from installation and implementation to support and service. It’s extremely seamless and very well-managed. We have to do very little—ZixCorp takes care of it all.”