

# Securing patient data in outpatient physiotherapy

State-wide Zero Trust Data Security



partner  
network

## Introduction

Team Rehab is a network of outpatient physical therapy clinics operating in five states. Clinic staff and the in-house legal department often send patient billing information and medical records to other providers and insurance companies. PII and billing information are lucrative to hackers, increasing the risk of cyber-attacks.

From 2009 to 2021, thousands of healthcare data breaches occurred, resulting in the loss, theft, and exposure of more than 300,000,000 private medical records (HIPAA Journal).

Team Rehab aimed to address several cybersecurity needs: protecting patient records, becoming HIPAA compliant, and avoiding liability and financial loss. Before using XQ's zero-trust solution, Team Rehab used other cybersecurity solutions in the market, finding many inefficient, expensive, and hard to use. Team Rehab installed XQ's email solution with a few clicks and began using it immediately. They now operate without the fear of compromising patient information by sending encrypted files and emails using XQ's Secure Email for Gmail.

## Challenges

Healthcare institutions handle confidential information daily. They store and transfer patient medical records, which contain Personally Identifiable Information (PII) and banking information, to insurance companies and other healthcare providers using insecure digital devices. As a result, cyberattacks are devastating to both patients and healthcare institutions. These attacks include identity theft, ransomware, and data exfiltration. Cyberattack frequency continues to increase while the healthcare industry relies on insecure digital devices to store and transfer patient data.

## Partner Solution

XQ's Zero-Trust solution offers a secure and reliable way to send and store highly confidential patient information. Cybercriminals often intercept data transmitted to insurance companies and other healthcare providers from in-house hospital devices. XQ's end-to-end encryption allows healthcare providers to encrypt data with confidential patient information, keeping it safe as it moves across systems and networks. Hackers aiming to access a hospital network and patient information are left frustrated as only authorized devices can decrypt the data. XQ's policy-based encryption includes an expiration date. Once passed, no one can access the data, protecting patient privacy. XQ's data-centric approach protects individual data, preventing malicious attackers from exfiltrating patient information.

## About Team Rehab



Team Rehab is a network of therapist-owned outpatient physical therapy clinics in Michigan, Illinois, Indiana, Wisconsin and Georgia.

Their mission is to provide the best outpatient physical and occupational therapy. They want patients to enjoy therapy and experience clear improvements in their health.

## Achievements

Benefits of integrating XQ's Zero-Trust Solution:

- **Chain of Custody:** End-to-End data access tracking
- **Data Residency:** Geo restrict data access
- **Integration:** Easily integrate end-to-end encryption technology into existing systems within hours
- **Compliance:** Meet industry standards by becoming HIPAA compliant
- **Affordability:** Digital safety without investing in additional equipment
- **Logging:** XQ data logs empower healthcare providers with a holistic view of data by logging who, when, and where patient information is accessed

*"Working with XQ has been a great experience. The team at XQ hosted different trainings, videos and has done everything we have asked them to do to make the product more accessible to our employees."- Jill, System Administrator, Team Rehab.*

## Conclusion

Healthcare providers store and transfer highly valuable medical records daily. Malicious attacks against healthcare institutions harm both providers and patients. Integrating XQ's zero-trust solution offers a secure and reliable way of sending and storing highly confidential patient information. By partnering with XQ, Team Rehab has achieved its cybersecurity goals: becoming HIPAA compliant, protecting patient records, and avoiding liability and financial loss.

## About XQ Message

XQ is a cloud-based solution for zero trust data access (ZTDA) that encapsulates your data and delivers object level security. XQ's Zero Trust Data technology provides customers with exclusive encryption key control, data sovereignty, and a complete audit trail for data, enabling secure data migration and protection.

