



Healthcare Portal Secures Medical Data with Thawte SSL Certificates to Build Trust with Patients and Providers

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Health nexxus is a web-based health information and communications portal that enhances interactions between individuals and healthcare providers. Launched in 2004, Health nexxus is owned and operated by Gateway File Systems Inc., a leading Canadian healthcare information systems research and development company. In addition to working with small medical practices and individual providers around the world, Gateway File Systems has partnered with major organizations including Kaiser Permanente, the British Columbia Organ Donor Registry, and Sutter Health located in Northern California.

Challenge

PROTECT MEDICAL RECORDS WHILE BUILDING TRUST WITH PATIENTS AND DOCTORS

With more than 25 years of experience developing systems to manage Electronic Medical Records (EMRs), Gateway File Systems founder Brian Harper understands the power of improving access to healthcare information. “With electronic records, information from doctors and other healthcare service providers can be collected quickly and consolidated into one place,” he says. “That way, doctors can get a comprehensive view of their patients’ health and provide better care.”

In 2004, Harper and his team decided to push the boundaries of traditional EMR systems by offering online access to medical records to both providers and patients. The result was Health nexxus, one of the world’s first web-based healthcare information portals. “We knew that giving patients access to their health information online would empower them to be more involved in their own care, a change that would lead to better communication between doctors and patients, and result in better health outcomes overall,” Harper says.

Since personal health information is extremely sensitive, Harper also knew that Health nexxus had to be highly secure. “If doctors and patients didn’t trust the Health nexxus system, then no one would feel comfortable using it,” he says. “That’s why we began

SOLUTION SUMMARY

Industry:

- Healthcare information technology

Key Challenges:

- Secure web-based healthcare information portal and protect highly confidential medical records
- Build trust with both health providers and patients, encouraging greater use of the portal
- Provide users with a visible, easy-to-understand signal that patient data is secure

Solution:

- Thawte® SSL Web Server Certificates with EV

Results:

- Provides safe, convenient online access to vital healthcare information
- Green extended validation bar gives users a clear signal that patient data is secure
- Allows portal to meet key healthcare compliance requirements and regulations



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—Brian Harper, Owner, Health nexxus

looking for an SSL solution that not only offered the highest levels of security, but also provided a clear, unmistakable sign that the portal was protected.”

Solution

THE GREEN BAR MAKES ONLINE SECURITY EASY TO UNDERSTAND

When Harper and his team developed Health nexxus, they initially used a proprietary security framework to protect patient records. As use of the system grew, Harper decided to switch to SSL security and began a thorough search to find the right provider. “We explored several SSL solutions, but selected Thawte SSL certificates because the company has a long history of providing strong, reliable security,” says Harper. “Not only that, but Thawte is widely recognized around the world, making it an ideal choice to establish trust with our international providers and patients.”

The fact that Thawte offers cost-effective Extended Validation (EV) SSL protection also played a key role in Harper’s decision to choose Thawte SSL certificates. “The green EV bar was a fundamental attraction for us because users can see it right in their browsers and understand that the portal is safe,” Harper says.¹ “We tested EV with some of our doctors and we got excellent feedback. They said, ‘yes, the green bar makes a lot of sense. I’m going to look for that on every site from now on.’ Opting for Thawte EV SSL certificates has been a great choice for our business.”

In addition, Harper and his team discovered that Thawte SSL certificates are easy to deploy, giving Health nexxus the flexibility to scale to meet changing business needs. “In my experience, many enterprise technology solutions can be hard to roll out, but Thawte SSL certificates are easy to implement,” says Harper. “We’re currently focusing on small practices and individual

1. Extended validation SSL certificates trigger a green address bar in high-security browsers.

practitioners, but it’s reassuring to know that we can easily accommodate an enterprise deployment if we decide to go in that direction.”

Results

IMPROVING CARE WITH CONVENIENT, SECURE ACCESS TO HEALTH INFORMATION

By using Thawte SSL Web Server Certificates with EV to secure Health nexxus, Harper and his team have been able to give patients and providers safe and convenient web-based access to health information, increasing patient engagement and improving care. “We want our users to feel like they can depend on the Health nexxus portal, and Thawte SSL certificates are crucial to providing the security and reliability that they have come to expect,” says Harper.

With Thawte SSL certificates, Health nexxus has also been able to comply with key government security requirements, underscoring the company’s commitment to protecting patient data. “One of the biggest issues with EMR systems is who has access to medical records, especially in the United States where complying with HIPAA – the Health Insurance Portability and Accountability Act – is critical,” Harper says. “With Thawte SSL security, we can help ensure that the entry point to health information, the browser, is secure. That is absolutely essential to our business.”

Future

In the future, Harper plans to enlarge the geographic scope of the Health nexxus system and offer more web-based services through the portal. “Healthcare is heavily regulated, and we’ve invested a lot into assessing the compliance requirements that we face as we expand Health nexxus,” he says. “With Thawte, we’re confident that we have a partner that we can rely on to help us continue to meet all of our online security criteria as we grow.”

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