PERCEPTION VS. REALITY:
How Healthcare Needs to Pivot on Data Security

You think your patient data is safe. But do your patients agree?

LexisNexis® Risk Solutions surveyed more than 100 healthcare organizations (HCOs) about their cybersecurity strategies, current patient portal security and how they intend to invest in enhancements moving forward. The perception of the HCOs managing portals versus perception of the patients using those portals was eye-opening.

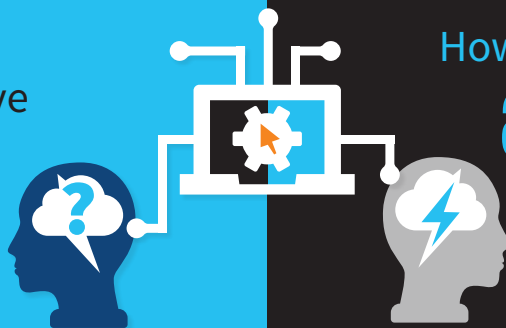**58%** of HCOs believe the cybersecurity of their online patient portal is above average[1]

However, healthcare data breaches **increased 5%** last year
– effecting 15 million patient records
– 3x more than in 2017[2]

56% of HCOs believe the main reason patients don't use online portals is due to being uncomfortable with technology[1]

However, older patients **are adopting** portals since they are using other forms of technology like computers, tablets and smartphones[3]

Regarding portal authentication methods:[1]

- **93%** use username/password

While only...

- **39%** use knowledge-based Q&A
- **38%** use email verification
- **13%** deploy device identification
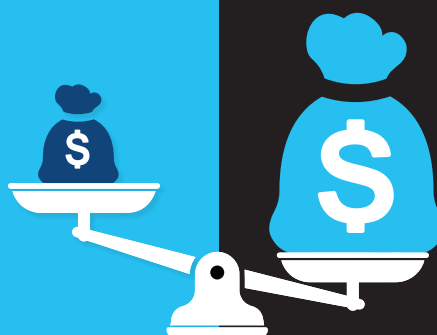
However:
Call center fraud is up **113%**[4]

There were a record **1B bot attacks** Q1 2018[5]

44% of HCOs experienced crypto mining[6]

65% of HCOs state their patient identity management budget will not change or will decrease in 2019[1]

However, a data breach can cost HCOs **$400+** per patient[7] **$1.4M** to recover[6]

To learn how you can protect your patients' identities, call 866.396.7703 or visit risk.lexisnexis.com/healthcare

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[1] LexisNexis Healthcare Survey Results, April 2019
[2] https://digitalguardian.com/blog/breached-healthcare-records-tripled-2018
[3] https://patientengagementhit.com/news/patient-portal-adoption-for-older-adult-patients-reaches-50
[4] https://www.pindrop.com/blog/pindrop-labs-uncovers-113-increase-in-call-center-fraud/
[5] https://securityintelligence.com/news/new-cybercrime-statistics-1-billion-bots-involved-in-210-million-fraud-attempts-in-q1/
[6] https://healthitsecurity.com/news/healthcare-cyberattacks-cost-1.4-million-on-average-in-recovery
[7] https://www.bloomberg.com/news/articles/2018-07-17/cyberattacks-on-health-care-providers-are-up-in-recent-months