TNS

Robocall Problem Resolved for Hospital for Special Surgery

Patient Privacy Concerns and HIPAA Requirements Bolster Need for Voice Network Security

With scammers contacting patients in their hospital rooms to illicit their personal information via spoofed hospital numbers, the Hospital for Special Surgery needed to protect its voice network not only to maintain the security of their operations and patients, but to comply with HIPAA requirements that protect sensitive patient health information from being disclosed without the patient's consent or knowledge. The need for a managed service to protect not only their patients, but their long-standing reputation, became vital.

The voice channel is a crucial line of communication for hospitals and with hospitals becoming a more frequent target of robocall scams, protecting the voice channel is paramount. As one of the top-ranked orthopedic hospitals in the US, the Hospital for Special Surgery not only had to protect the privacy of their patients, but their reputation too.

Business Challenge

The Hospital for Special Surgery (HSS) was experiencing volumes of robocalls targeting direct dial-in numbers across its voice network system. HSS also wanted to mask calls from its outgoing phone numbers to protect patient privacy. The New York City-based hospital specializes in orthopedic surgery and the treatment of rheumatologic conditions. Founded in 1863 by James Knight, HSS is the oldest orthopedic hospital in the United States. Consistently ranked as the top orthopedic US hospital, HSS employs over 300 active medical staff and performs more than 32,000 surgical procedures annually.

Scammers use machines to auto-dial numbers in patient rooms with pitches for products or ploys to steal a patient's personal information. If a spoofed call comes through a hospital's main phone line, staffers cannot distinguish it as fraudulent and ignore it. Since the number appears to be originating from inside the hospital, it could be coming from a patient in need of care. The scam often isn't uncovered until after someone has picked up the phone and exposed the patient to the robocall.
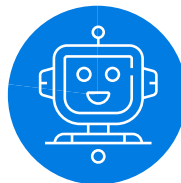
Robocalls & Spam

Harassing/Restricted Calls
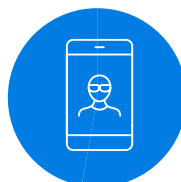
Spoofing & Impersonation

Solution

Suspect calls were blocked from connecting to HSS's voice network. Not only did the reduction in robocalls improve response times for legitimate incoming calls, but the solution also reduced other types of fraudulent, harassing and threatening calls. The system was also able to mask the phone number of all HSS outgoing calls, in compliance with HIPAA requirements to protect patient privacy

Outcome

Hospitals are increasingly becoming targets of robocall schemes, making them more vulnerable to fraud. Critically, an overwhelming volume of robocalls could potentially tie up a hospital's phone network, making it harder to communicate during an emergency and potentially exposing the hospital to liability.

Hospital voice security can become a question of life and death, especially during a crisis. The solution stops all fraudulent and malicious calls from connecting to HSS's voice enterprise, freeing them to focus on healthy and positive patient outcomes.

TNS Enterprise Voice Security can help:

- Detect and filter suspicious voice traffic

- Support dynamic threat mitigation and policy enforcement

- Use metadata and behavioral analytics to evaluate caller legitimacy without disrupting legitimate interactions

- Deliver passive caller authentication through IVR integration

- Improve inbound call answer rates and reduced wait times for customers.

- Provide real-time insights and forensic call reporting

About TNS

Established more than 30 years ago, TNS has facilitated billions of branded calls, supporting thousands of organizations across more than 60 countries. TNS has over 10 years of call identification experience and handles over 1.5 billion daily call events from over 500 operators.

To learn how TNS Enterprise Voice Security can help your business, please contact our team.

solutions@tnsi.com

tnsi.com/solutions/communications/restoring-trust-to-voice/