



## Palisade Protects Bingham Memorial Hospital Against Data Loss

Bingham Memorial Hospital, a rural healthcare provider in Blackfoot, Idaho, needed a simple solution for Data Loss Prevention (DLP). The hospital turned to PacketSure™ from Palisade Systems. The PacketSure™ solution just does the job without hassles.

CASE STUDY

Bingham needed to monitor outgoing e-mail to keep sensitive patient data from being sent out of the hospital network and help achieve compliance with the Health Insurance Portability and Accountability Act (HIPAA), said Tyler Lassen, Network Engineer at Bingham Memorial. "There was no way for us to track or stop sensitive information from being e-mailed out of our network," Lassen said.

Bingham's solution: PacketSure™, from Palisade Systems, a rack-mounted appliance that installs in under 45 minutes and runs automatically. It scans e-mail and other outgoing network traffic to find and secure confidential data, including private patient information, Social Security numbers, and credit card numbers.

The hospital signed up for a secure assessment in the fall. That's a service that Palisade provides for free; the company installs one of its appliances on the network of a prospective customer and leaves it running a short while so the customer can see what Palisade technology can do.

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*Tyler Lassen, Network Engineer*

Bingham Memorial was happy with what it saw, so they signed up to buy the appliance in June 2009.

### Smooth Implementation

"It was a really smooth implementation, and the process up to this day is straightforward and painless. PacketSure™ does exactly what we want it to do—it filters out information that's sensitive and forwards it back to us so we can encrypt it," Lassen said. In many cases, when PacketSure™ senses a sensitive message, it routes the message through encryption and sends the message on its way without any human intervention. Confidentiality is preserved without any inconvenience, Lassen said. PacketSure™ is

**INDUSTRY**  
Healthcare.

**SOLUTION**  
Palisade's all-in-one DLP and web filter appliance.

**CHALLENGE**  
Bingham Memorial Hospital needed to protect confidential patient information on the network, and achieve Health Insurance Portability and Accountability Act (HIPAA) compliance.

**BUSINESS BENEFITS**  
PacketSure provides a hassle-free solution to protect patient information and achieve regulatory compliance.



configured to protect credit card numbers, Social Security numbers, and any sort of patient information.

On Bingham Memorial's network, PacketSure™ spots up to a dozen sensitive e-mail messages daily, looking for Social Security numbers and keyword search terms. "We have it configured to be a little on the aggressive side, but we don't want to take any chances with this kind of sensitive information," Lassen said.

Bingham runs its own appliance on-premises, but PacketSure™ is also available as a service, from Managed Service Provider (MSP) partners, with no on-site hardware required.

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*Tyler Lassen, Network Engineer*

Support has been "great,"

Lassen said. "If we ever need help with anything, we contact the support team by e-mail, and we get a response quickly. They're great to work with."

Palisade Systems, Inc., is an industry leader in the Data Loss Prevention (DLP) market. Palisade's patented DLP product, PacketSure™, is the industry's only all-in-one appliance that can be installed and running in less than one hour. PacketSure™ helps organizations proactively secure sensitive and proprietary intellectual property from leaving data networks, defines and enforces access to internal network resources, and enforces compliance with federal privacy and industry security regulations such as HIPAA, FERPA, PCI and GLBA. The solution is also available from Managed Service Provider (MSP) partners. For more information, please visit <http://www.palisadesystems.com> or contact Palisade by telephone at 1.888.824.0720.