

# Receiving patient data by email: what you need to know

## Why have you received an encrypted email?

An email is comparable to a postcard: it is transported in plain text over the internet and can easily be intercepted by third parties. Patient data is sensitive information, which is why it needs to be sent in encrypted form. Your doctor does this with the help of the "HIN Mail Global" service – and therefore ensures that your data is looked after.



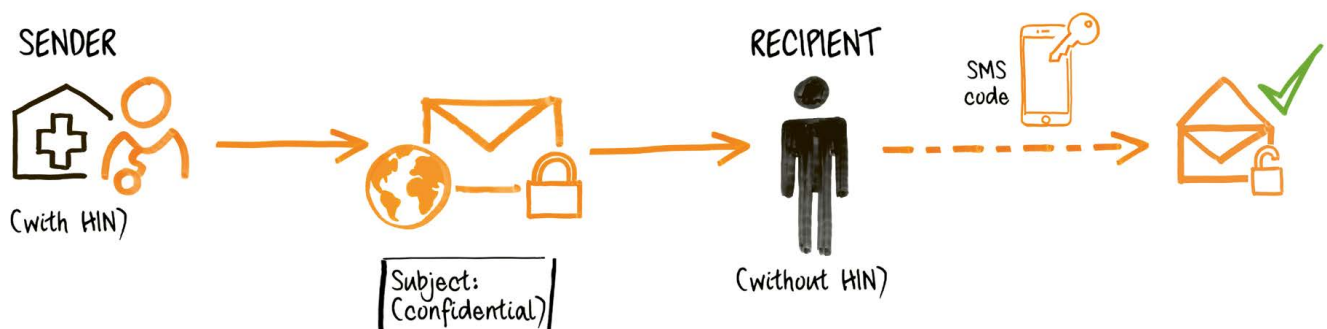
## How to read the email

1. Open the email and download the attachment named "secure-email.html".
2. Open the attachment by double-clicking on it in your web browser.
3. Register with your email address and mobile telephone number.
4. An SMS code is then sent to your phone. You'll be able to read your email as soon as you've entered this code.

Already received an email via HIN Mail Global? If so, then you won't need to register again – you'll receive your SMS code immediately after opening the attachment.

## Why do I need to do all this just to open my email?

The extra effort is necessary to ensure the best possible protection for your data. This is what's known as "two-factor authentication": both your email address and mobile telephone number are required in order to read your email. If a third party intercepts the email, they will see it in an unreadable form. Your email can only be decoded by using the second factor – the SMS code.



### Need a hand?

A video tutorial and further information can be found at:  
[www.hin.ch/global-en](http://www.hin.ch/global-en)

Are you having trouble opening your encrypted email?  
HIN Support is there for you on: **0848 22 44 11**.

### About HIN

Health Info Net AG (HIN) protects patient data in the digital world. HIN is the standard for the secure communication and careful handling of sensitive data for healthcare experts in Switzerland.  
[www.hin.ch](http://www.hin.ch)

