

# Healthcare Organization Held Hostage by Telephony Denial of Service (TDoS) Attacks



TDoS



Robocalls &  
Spam



Spoofing &  
Impersonation



Social  
Engineering &  
Financial Fraud



## Challenge

A large-scale healthcare organization was being extorted by malicious actors launching multiple Telephony Denial of Service (TDoS) attacks that targeted direct dial-in numbers for the hospital, including the limited resource intensive care unit lines.

The volume of robocalls in each TDoS attack critically impacted the hospital's ability to respond to legitimate calls about patient care and emergency response.

The healthcare organization also needed stronger voice security to prevent unauthorized access to data systems and proprietary patient records. Scammers

disguised their identity in spoofed calls to hospital departments, making the calls appear as if they were coming from legitimate employees asking for log in credentials or sensitive patient data.

Access to hospital voice services can become a question of life and death, especially during a crisis. An overwhelming volume of robocalls in a TDoS attack could potentially shut down a hospital's phone network, making it harder to communicate during an emergency. Hospitals are increasingly becoming targets of spoofed calls that could make them more vulnerable to fraud.

## Approach

SecureLogix® immediately identified and stopped the TDoS attacks flooding the hospital's voice system. The security solution also reduced other malicious and unwanted robocall traffic which improved response times for legitimate incoming calls.

SecureLogix further reduced all other types of fraudulent calls and successfully blocked spoofed calls from connecting to hospital dial-in direct numbers connected to sensitive data systems. The hospital also uses SecureLogix to mask the phone number of all outgoing phone calls to protect patient privacy in compliance with HIPPA requirements.

## Result

This major healthcare organization relies on SecureLogix to keep policies and call lists current with the most current intelligence on emerging threats to its telephony systems, allowing healthcare providers to focus on its core healthcare missions and patients.

## Solution

**CALL DEFENSE™**  
system

**CALL SECURE™**  
managed service



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