

# SecureLogix Cures Robocall Problem for Hospital for Special Surgery



Robocalls &  
Spam



Harassing /  
Restricted Calls



Spoofing &  
Impersonation



## Challenge

The Hospital for Special Surgery (HSS) was experiencing volumes of robocalls targeting direct dial-in numbers across its system voice network. 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 U.S. 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.

## Approach

SecureLogix blocked suspect calls from connecting to HSS's voice network. Not only did the reduction in robocalls improve response times for legitimate incoming calls, SecureLogix also reduced all other types of fraudulent, harassing and threatening calls.

SecureLogix was also able to mask the phone number of all HSS outgoing phone calls, in compliance with HIPPA requirements to protect patient privacy.

## Result

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. SecureLogix stops all fraudulent and malicious calls from connecting to HSS's voice enterprise, freeing them to focus on healthy and positive patient outcomes.

## Solutions

**CALL DEFENSE™**  
system

**CALL SECURE™**  
managed service



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