

Receiving patient data by e-mail: what you need to know

Why have you received a HIN e-mail?

An e-mail is comparable to a postcard: if something goes wrong when you send it, it can be intercepted by third parties and its contents can be viewed. Patient data is sensitive information, which is why it needs to be sent in encrypted form. Your doctor does this via HIN Mail – and therefore ensures that your data is looked after.



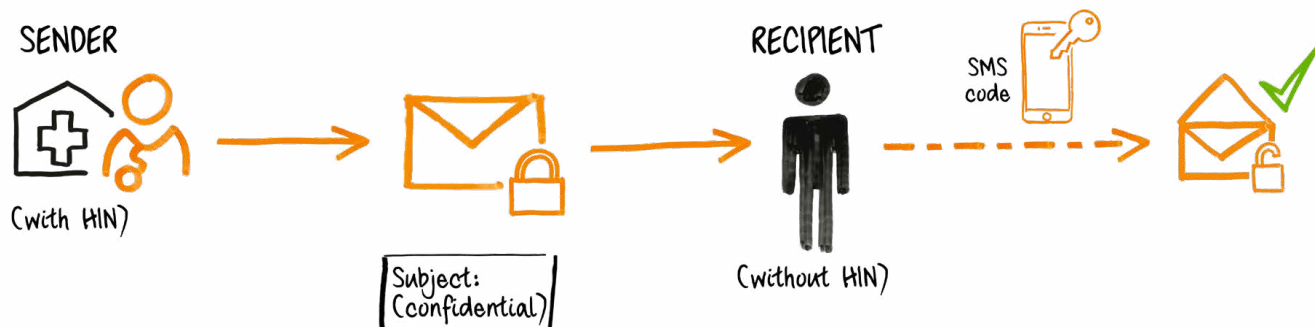
How to read the e-mail

1. Open the e-mail.
2. Select your preferred language and click on "Read the encrypted message".
3. Enter your mobile phone number.
4. You will receive a six-digit code by SMS. Enter this in the field provided.
5. You can now read the e-mail.

Our tip: Would you like to read HIN e-mails without an SMS code in future? Tick the box next to "Remember this device and open future e-mails immediately". However, please only do this on work equipment to which only you have access.

Why is an SMS code required?

The reason you have to enter an SMS code to read HIN e-mails is to ensure that your data is protected as effectively as possible. This is known as "two-factor authentication": both your e-mail address and mobile phone number are required in order to read the e-mail. If a third party intercepts the e-mail, they will see it in an unreadable form. Your e-mail can only be decoded with the second factor – the SMS code.



Need a hand?

You can find a video tutorial and further information on the HIN website at support.hin.ch under "Service" / "HIN Mail an Nichtmitglieder" (set the language to English at the top right).

Are you having trouble opening your HIN e-mail?
HIN Support is there for you on **0848 830 740**.

About HIN

Health Info Net (HIN) connects stakeholders operating within the Swiss healthcare sector, ensures they can communicate securely and protects the digital sovereignty of service providers and patients.
www.hin.ch

