

CSAM HELSEMAIL

Simple and Secure Solution for Healthcare Organisations



Our Vision

Healthcare information
without boundaries

Our Mission

Enabling excellent healthcare by
providing innovative software solutions

Our Values

Caring for life



Simple and Secure Solution for Healthcare Organisations

CSAM HelseMail is a secure solution that was developed specifically to meet the needs of healthcare organisations. The software enables the quick, easy and compliant transfer of sensitive patient information and other confidential data between healthcare professionals and organisations.

CSAM HelseMail provides fast and efficient information sharing that allows users to quickly transfer an unlimited amount of data between different legal entities. With CSAM HelseMail, large files can be encrypted, compressed and transferred between healthcare organisations quickly and easily, with no limit on file size. The system allows large volumes of data and all types of attachments, including files, folders, images and video.

Today, CSAM HelseMail is used by insurance companies, private health clinics, public hospitals, and clinics abroad - with more users joining every month. The solution is so affordable and easy to use that many insurance companies now insist their healthcare suppliers use the system.

Safe and Compliant Transfer of Confidential Information

CSAM HelseMail meets all compliance and confidentiality requirements for the handling of sensitive patient information and other confidential data. The system employs a patented, self-developed transport agent that ensures authentication, packaging, encryption, compression, distribution, prioritisation, and validation of all information.

Communication in CSAM HelseMail goes from a 'secure zone' of the sender to a 'secure zone' of the receiver, and all data is end-to-end encrypted. The system offers configurable access rights for each user, and all communication goes to and from pre-defined groups set up by each administrator.

Before information is shared, a legal agreement is established between the organisations or legal entities that want to exchange patient information through the solution. CSAM HelseMail is a compliant and safe system for sharing large volumes of sensitive patient information on both Norsk Helsenett (NHN) and the internet.





Seamless Integration for Connected Information Exchange

CSAM HelseMail is a simple and user-friendly solution with an interface and functionality that is similar to standard email solutions. The software also allows for seamless integration with Microsoft Exchange, giving users the option to use Outlook as their email client as long as they are in a secure zone.

With CSAM HelseMail, users can send and receive all types of information and attachments, including files (such as invoices and referrals), folders (for example, DICOM-radiology images), as well as images from MRIs, CT scans, PET scan and RTG mm. The solution enables improved information sharing across and between healthcare organisations.

CSAM HelseMail offers exceptional flexibility with additional plug-ins available to extend functionality and interoperability for local users. It can be integrated with a viewer for users to conduct measurements in preparation for surgery or other procedures. The solution also allows users to store to PACS, as well as query and retrieve from PACS. In addition, it offers a PDF printer from RIS or patient journal systems.

Scalability that Supports Customer Needs Today and in the Future

CSAM HelseMail is a modern technology optimised for performance and able to handle a massive amount of data. It is suitable for organisations of any size - from small private clinics to large public hospitals.

The system was designed to handle the needs and requirements of a diverse range of customers within the healthcare system, with quick installation so users can begin sending secure communications immediately. CSAM HelseMail can play an important role in ensuring organisations are communicating safely, securely, and in compliance with data privacy regulations, including General Data Protection Regulation (GDPR).

With more than two million messages sent by hundreds of users, CSAM HelseMail is the leading secure email solution for healthcare customers in Norway.





**THE
CSAM
DIFFERENCE**

Proven Performance, Customer Focus

CSAM delivers proven and well-established products within its Connected Healthcare portfolio. The company has a long history of providing innovative information sharing technologies with strong expertise in integration.

Headquartered in Oslo with offices in Sweden, Denmark, Finland, CSAM brings unparalleled local experience and expertise to every customer. CSAM partners with customers, listening and responding to their unique needs and requirements, to develop products that deliver the greatest value for their operations.

CSAM HelseMail is a cost-effective solution that is easy to set up and allows healthcare organisations to send fast, secure and legal communication.

Product features

Fast and Compliant Transfer of Large Volume Patient Information

CSAM HelseMail is a secure solution that protects healthcare organisations when sending sensitive patient information and other confidential data. Healthcare organisations in the Nordics rely on CSAM HelseMail for its security, ease of use, and functionality. The solution can be installed quickly, so users can begin sending and receiving messages immediately.

CSAM HelseMail is built with features and functionality tailored to the unique needs of healthcare organisations. It is the fast and secure way to communicate with other public and private hospitals, specialists, clinics and insurance companies.

Advantages of CSAM HelseMail's Specialised Technology:

Proprietary Transport Agent

The heart of CSAM HelseMail is its proprietary and patented transport agent which provides authentication, packing, encryption, compression, distribution, prioritisation and validation of info and data. All data is end-to-end encrypted based on the AES 256 encryption standard (US defence and Intelligence service standard). All users are assigned encryption keys for each legal entity (sender/recipient).

CSAM HelseMail's proprietary transport agent is a legal and secure transport mechanism of patient information both on the Norwegian Health Network (NHN) and on the internet. Provided that the communication lines function properly, an 80-150 MB MRI scan is encrypted compressed and transported between radiological institutes and radiologists in less than a minute.





Intuitive and Easy-to-Use Interface

CSAM HelseMail looks like any other email solution, making it incredibly intuitive and easy to use, with an interface similar to Microsoft Outlook. The system is installed on a PC or as a server/client-solution in the network with a simple and flexible connection.

CSAM HelseMail enables emails to groups, ensuring that all necessary people can view and respond to messages. Users can belong to several groups, and groups can be visible internally or externally.

When a user sends an email in CSAM HelseMail, they can see if the recipient has received it. If a user accidentally sends the wrong file, they can cancel sending and see who has opened and downloaded the file, reducing potential errors and improving patient safety.

Quickly customisable with desired functionality

CSAM HelseMail can be customised with an organisation's desired functionality or integrated with other applications by creating plug-ins or add-ons.

Many plug-ins are available for CSAM HelseMail, including exports to PDF, print to CSAM HelseMail (as an attachment), archive in CSAM HelseMail, post-it-notes, PACS communication, support for attaching DICOM images and external notifications, as well as simple integration via PDF writer. Unique customisations and integrations are offered and can be included based on customer requests.

Secure Transfer of Confidential Healthcare Data

CSAM HelseMail meets all necessary security requirements for sending and receiving confidential patient information. The communication goes from safe zone at the sender to safe one at the recipient, and there must be a legal agreement between the entities that are communicating patient info via CSAM HelseMail.

Every organisation using CSAM HelseMail must set up rights for each user (read, write, delete, shared folder and other) as well as the user with whom they communicate. All communications via CSAM HelseMail go to and from predefined groups that each legal entity sets up.

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