

8x8[®]

Verification API in Healthcare

Strengthening Healthcare Portal
Access with OTP Verification



How OTP-Based Access Strengthens Security for Healthcare Portals

Healthcare portals hold some of the most sensitive data in any industry: medical records, insurance details, and payment information. Yet many providers still rely on traditional passwords to protect it all.

When credentials are weak, reused, or stolen, patient privacy is the first casualty. A secure and low-friction login experience is both a patient trust requirement and an operational imperative.

Why Passwords Are Failing Healthcare

Password-only authentication remains a significant vulnerability in healthcare security, particularly when credentials are reused, shared, or phished. Verizon's 2024 Data Breach Investigations Report found that [68% of data breaches](#) involved human error, with weak or stolen credentials consistently among the top attack vectors.

Cloud-based portals face even greater exposure. Research shows that weak or absent credentials accounted for [47% of cloud environment attacks](#) during the first half of 2024.

OTP-based access significantly reduces these risks by replacing static passwords with temporary, single-use codes. Patients verify their identity through a fresh code each time, removing the dependency on credentials that can be reused, guessed, or sold.





How 8x8 Verification API Delivers Reliable OTP Access

[8x8 Verification API](#) handles the full OTP lifecycle, from code generation and delivery to verification and expiry, so healthcare providers can secure every login without building in-house infrastructure.

- **Multi-Channel OTP Delivery**
Sends verification codes via SMS, voice, WhatsApp, and Silent Mobile Authentication for consistent reach across regions and carriers.
- **Automated Fallback**
Routes OTPs through alternative channels when the primary delivery method fails, ensuring patients always receive their code.
- **Built-In Fraud Prevention**
Monitors traffic in real time with number intelligence and anomaly detection to block fraudulent verification attempts.
- **Seamless API Integration**
Integrates quickly into existing portals and applications through a lightweight API, minimizing development overhead.
- **Localization in 43 Languages**
Delivers OTP messages in patients' preferred languages using prebuilt templates for global accessibility.



Secure Every Patient Login with Confidence

OTP-based access provides healthcare providers with a secure, familiar authentication method that reduces password risk while maintaining patient convenience. With 8x8 Verification API, healthcare organizations can implement scalable, multi-channel OTP authentication across patient portals and digital touchpoints.

Get a deeper look at OTP authentication channels and implementation best practices. Continue reading the full articles here:

[OTP-Based Access for Healthcare Portals with Verification API](#)