

SIDE EFFECTS INCLUDE

Data Breaches, GDPR Fines, and a Group Chat With 47 Nurses

Patrice Zoe Brend'amour

Matrix Conference Malmö · Healthcare track

Presented by CompuGroup Medical



A healthcare IT horror story.

Amira.

Home care nurse

Her IT department is the parking lot.



Mateo.

Hospital nurse

Pager: 1. WhatsApp: 47 unread.



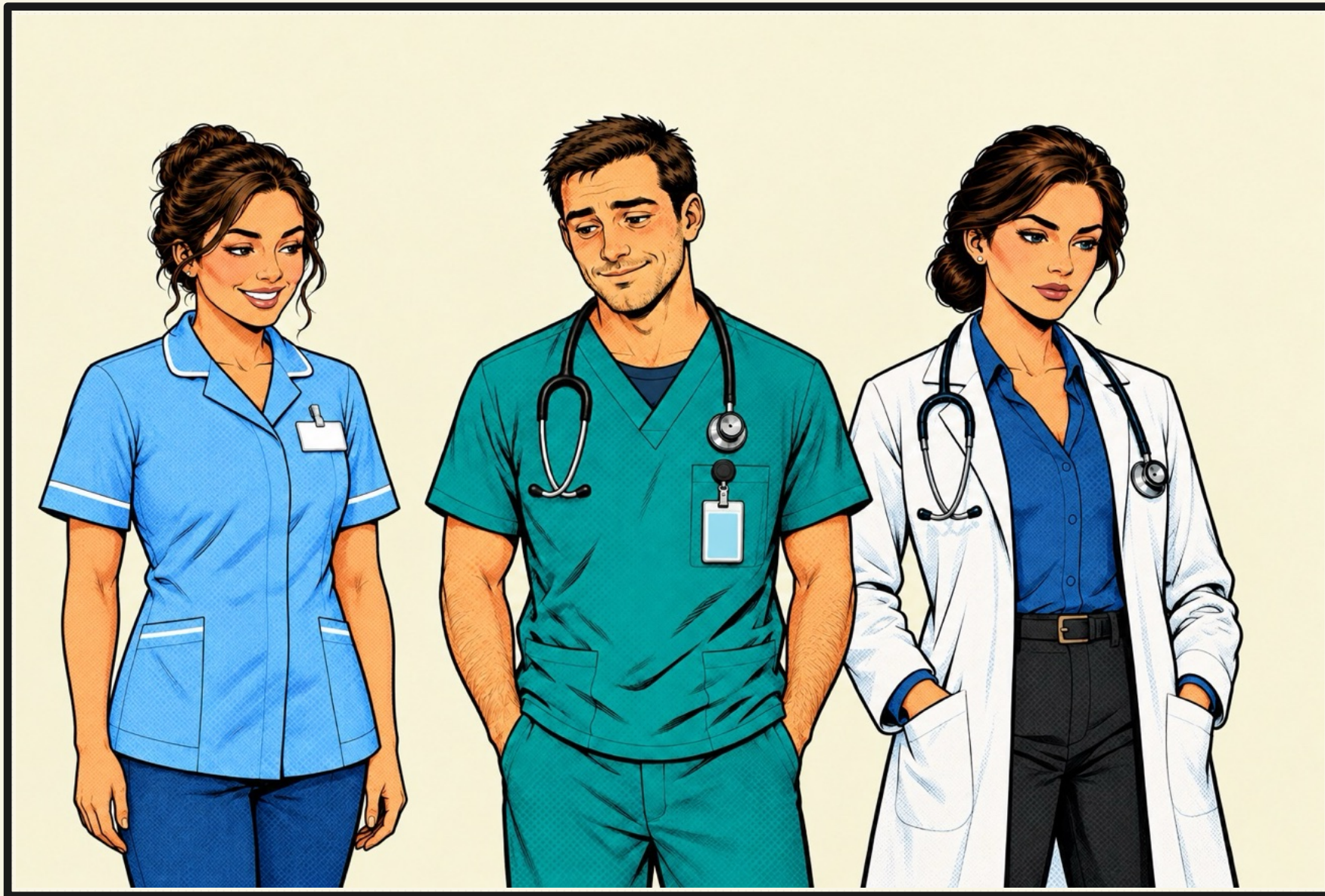
Dr. Chen.

Doctor

47 nurses. 1 group chat. No paper trail.



Meet the trio.



Three people. Three jobs. Three different employers.

They all use WhatsApp.



Sharing was the default.



97%

of surveyed doctors
at one Irish hospital

Limerick, Ireland · 2017

Same problem. Different scale.

ONE REPRIMAND

"No risk assessment."

26

staff

2

years

500+

entries



NHS Lanarkshire · UK ICO reprimand · 2022

ALL SECTORS, ALL EUROPE

€1.2B

in 2025 GDPR fines

€7.1B since 2018



DLA Piper GDPR Fines and Data Breach Survey · Jan 2026

They know it's not secure.



92.7%

use WhatsApp for professional tasks

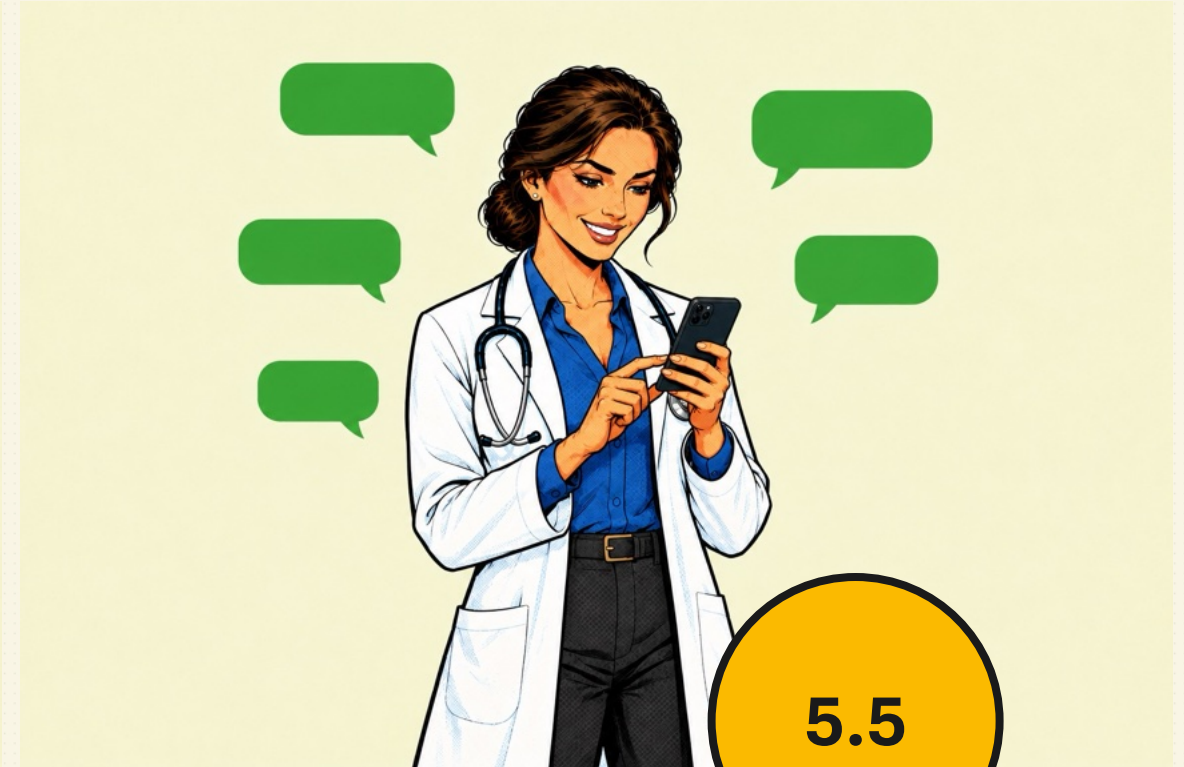
Survey of 137 residents across 40 specialties · 2026

Rules vs norms.



1.86

Official guidance: low



5.5

when colleagues do: high

Israeli hospital study · scores on a 7-point scale

Rules lose to what your colleagues do.



Rules say no.
**Nobody says what to use
instead.**

What people expect.

Reachable and effortless.

Everyone is there. A phone number. Done.

Who is the IT department?

11

homes

patients in 11 different places

4

employers

*the GP, pharmacy, physio,
hospital*

0

IT desks

across all of them



She is.

Compliance vs behaviour.



5%



27%

Even when paid for.



~80%

never used the secure app

Battery drain. No colleagues on it. No benefit.

Byrd et al., US hospital secure-texting app - survey of 1,110 clinicians - 79.6% never or almost never used

Onboarding friction.

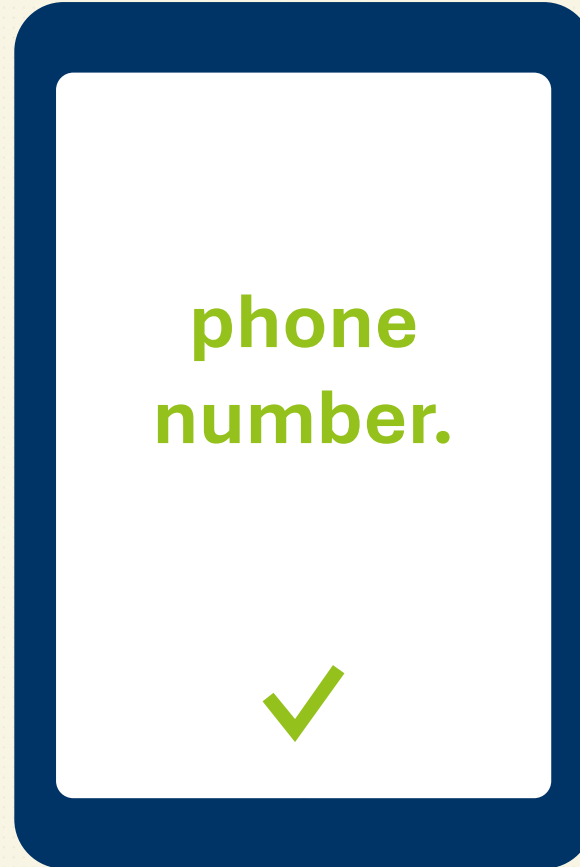


- 1 Homeserver
- 2 Account
- 3 Email
- 4 Passphrase
- 5 Verify device

Ask Mateo to do that between emergencies.

Matrix's own stated goal: encryption as seamless and invisible as WhatsApp. We aren't there yet.

WhatsApp:



That's the whole credential.



Different rules. Same behaviour.

EU

each member state adds its own conditions on health data

UK

no endorsed tool

US

secure texting allowed

Israel

100% of physicians use WhatsApp for work

Four rule sets. One behaviour: WhatsApp.

- ✓ **Reachable.**
- ✓ **Effortless.**
- ✓ **Invisibly secure.**

Regulators: measure adoption, not just compliance.

AI?

*hide the complexity,
or WhatsApp's next chapter?*

Same pattern. Same lesson. Whoever is easiest, wins.



They don't need a better policy.

They need a better chat.

Make the secure option the easy one.