



# What Is Webex Calling for Healthcare

Webex Calling is Cisco's enterprise grade cloud PBX (phone system) that replaces or augments traditional on-prem phone systems for hospitals, clinics, and healthcare networks. It integrates voice calling with the broader Webex collaboration platform (calling, messaging, meetings, and contact center) while supporting healthcare regulatory and security requirements.

In healthcare environments, Webex Calling is commonly used for:

Clinical and administrative voice communications

Nurse stations and care teams

Patient scheduling and front desks

Remote and hybrid clinical staff

Integration with contact centers and telehealth workflows

## HIPAA & Compliance Considerations

### HIPAA Enablement (Not "Automatic" Compliance)

Webex Calling can be used in a HIPAA compliant manner when properly configured and when a Business Associate Agreement (BAA) is in place with Cisco.

#### Key Points:

- Cisco will sign a BAA covering Webex Calling as part of the Webex Suite.
- HIPAA compliance follows a shared responsibility model:
  - Cisco secures the platform and infrastructure.
  - The healthcare organization is responsible for correct configuration, access controls, and usage policies.

### Security Controls Relevant to Healthcare

Webex Calling supports:

- Encryption in transit and at rest (TLS, AES)
- Optional end-to-end to end encryption for media
- Role based admin controls via Webex Control Hub
- Multi factor authentication and identity controls

Cisco also maintains certifications and compliance programs (e.g., ISO 27001, GDPR support, HIPAA alignment) relevant to healthcare data protection.

# Why Healthcare Organizations Choose Webex Calling

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## Reliability & Clinical Continuity

Healthcare requires “always on on” communications. Webex Calling is designed with carrier grade reliability and supports:

- Geo redundant cloud architecture
- Local gateways and survivability options
- Continuity during network disruptions

This is critical for hospitals, urgent care, and behavioral health environments.

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## Centralized Administration for IT & Compliance Teams

Using Webex Control Hub, healthcare IT teams can:

- Provision users, devices, and locations centrally
- Apply consistent security policies
- Access call detail records (CDRs) for audits and compliance review

Webex supports eDiscovery and retention controls for calling metadata, which is often required for regulated environments.

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## Support for Clinical & Non-Clinical Clinical Use Cases

Common healthcare calling scenarios include:

- Nurse stations and hunt groups
- Call queues for scheduling and billing
- Auto attendants for clinics and departments
- Secure internal calling across campuses
- Remote clinicians using mobile or desktop apps

Webex Calling works across desk phones, softphones, mobile devices, and shared clinical workspaces.

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## Integration with Broader Healthcare Workflows

Webex Calling integrates with:

- Webex Contact Center for patient engagement and call routing
- Webex Meetings and Instant Connect for telehealth workflows
- APIs and partner integrations for EHR adjacent workflows (depending on implementation)

This allows healthcare organizations to standardize on a **single communications platform** rather than siloed tools.

## Typical Healthcare Deployment Models

Healthcare organizations commonly deploy Webex Calling in one of three ways:

1. Full cloud PBX replacement (clinics, ambulatory care)
2. Hybrid model with Cisco Unified CM during phased migration
3. Departmental rollout (contact center, remote care teams)

Webex Calling supports mixed environments to accommodate legacy systems and regulatory constraints.

## Important Considerations Before Deployment

Healthcare organizations should:

- Execute a BAA with Cisco
- Perform a HIPAA risk assessment
- Configure encryption, logging, and access controls
- Train staff on appropriate PHI handling
- Define call recording and retention policies carefully

## Bottom Line

Webex Calling is well suited for healthcare organizations that need:

Secure, cloud based based  
voice communications

HIPAA aligned  
architecture with a BAA

High availability and  
operational resilience

Integration with contact centers  
and telehealth

When properly configured, it provides a scalable, enterprise grade calling foundation for modern healthcare environments.

### Webex Calling - Cloud PBX for enterprise

The proven, secure path to cloud calling and collaboration. Part of the most complete, cognitive collaboration platform for business. Accelerate workflows with cloud-connected collaboration.

<https://www.hipaajournal.com/cisco-webex-hipaa-compliant/>