**imprivata**®

# Increase e-prescribing rates and improve workflow efficiency by enabling EPCS with Imprivata Confirm ID

## Key facts:

Location: **Plattsburgh, New York**
Employees: **2,300**
Industry: **Acute Care**

## Challenges

- Needed to comply with state mandate for e-prescribing
- Wanted system that could expedite enrollment of new providers
- Required authentication that didn't add time for prescribing providers

## Results

- Significant increase in e-prescribing rates
- Greater flexibility because providers can choose authentication method
- All federal and state mandates for e-prescribing met

Champlain Valley Physicians Hospital (CVPH) is a 341-bed acute care hospital in Plattsburgh, N.Y. An affiliate of The University of Vermont Health Network, CVPH has more than 2,300 employees, including staff physicians, consulting physicians and registered nurses.

As a New York healthcare provider, CVPH must comply with the state's I-STOP law, which requires electronic prescribing for all medications, including controlled substances. To comply with I-STOP, all New York healthcare delivery organizations must meet the DEA requirements for electronic prescribing of controlled substances (EPCS), including:

- Provider identity proofing
- Two-factor authentication to sign prescriptions
- Comprehensive auditing and reporting

But simply checking the I-STOP compliance boxes wasn't the only objective for CVPH's EPCS project, according to Lisa Rabideau, RN, clinical informatics manager at CVPH. The hospital also sought to improve patient satisfaction and prescribing workflows, but without having to navigate numerous vendors and systems.

"You don't want too many hands in the pot," says Rabideau. "You need to make sure regulations are being followed, and that requires setting up a good process."

In particular, Rabideau and the CVPH team wanted to avoid:

- Concern from physicians that fingerprints were being stored in the system
- Having multiple steps for authentication, which would hurt provider productivity
- Slow enrollment of new providers in the system for e-prescribing

CVPH needed a solution that would satisfy DEA and I-STOP requirements for EPCS while delivering a fast, secure, and consistent e-prescribing workflow to drive physician adoption.

## About Imprivata

Imprivata, the healthcare IT security company, enables healthcare securely by establishing trust between people, technology, and information to address critical compliance and security challenges while improving productivity and the patient experience.

## For further information please contact us at
1 781 674 2700
or visit us online at
www.imprivata.com

## Offices in
Lexington, MA USA
Uxbridge, UK
Melbourne, Australia
Nuremberg, Germany
The Hague, Netherlands

## Turning to Imprivata

After evaluating several technology providers, CVPH selected Imprivata Confirm ID™ to meet the identity proofing, two-factor authentication, reporting, and other requirements for EPCS.

Imprivata Confirm ID for EPCS is a comprehensive platform for provider identity proofing, supervised enrollment of credentials, two-factor authentication, and auditing and reporting. Besides helping to meet EPCS requirements, the solution integrates tightly within the e-prescribing workflow of Cerner Soarian Clinicals, CVPH's EMR.

Furthermore, Imprivata Confirm ID for EPCS supports the most complete set of innovative, convenient, and DEA-compliant two-factor authentication methods — including fingerprint biometrics, Hands Free Authentication, and push token notification — to ensure providers have a fast, efficient EPCS workflow.

CVPH also uses Imprivata OneSign®, Imprivata's leading enterprise single sign-on (SSO) solution, to enable fast, secure, No Click Access® to Cerner Soarian Clinicals. Imprivata Confirm ID for EPCS leverages the same infrastructure and administrative console as Imprivata OneSign, giving CVPH a single, comprehensive platform for EPCS, SSO, and other authentication workflows.

"It all integrated very nicely," says Rabideau. "With multiple vendors, it can get complex, and that can affect consistency for both administrators and users. Working with Imprivata for SSO and EPCS decreases our total cost of ownership and reduces complexity."

## Seeing impressive results

With Imprivata Confirm ID for EPCS in place, CVPH meets I-STOP and DEA requirements for EPCS, and delivers a fast and efficient e-prescribing workflow for physicians.

This drove swift adoption of EPCS at the organization, and CVPH saw a four-fold increase in e-prescribing rates and an 84 percent reduction in paper prescriptions. Shortly after implementing Imprivata Confirm ID, nearly 100 percent of controlled substances are e-prescribed.

CVPH also reported decreased risk of fraud, greater efficiency for providers, and faster discharges because there is no delay in waiting for a provider to sign a prescription.

"With Imprivata Confirm ID, we were able to meet our targets for compliance, improve our operations overall, and increase patient satisfaction levels," says Rabideau. "Now we have the flexibility to give providers the two-factor authentication methods that best fit their needs. Imprivata Confirm ID was a great addition for us."

MKT-CSS-CID-CV-0318