

# Top reasons why patient identification matters

## for VP Revenue Cycle

“We saw [Imprivata PatientSecure] positive patient identification as a must-have solution for our environment. We felt passionately about it, not just for the quality and confidence reasons, but also for combatting the cost of misidentification, duplicate medical records, and identity theft.”

- John Harris,  
CFO, Community Hospital Anderson

Many healthcare organizations struggle with cumbersome, manual patient identification processes that can be compromised by human error and insurance fraud. These risks can affect the accuracy of master patient indexes and ultimately the entire patient-to-payment cycle.

A recent Ponemon Institute report revealed that the average hospital loses \$1.2 million per year in denied claims, stemming from misidentification.

Due to the economic and safety consequences of patient misidentification, hospitals are finding it in their best interest to leverage technology that protects their patients and themselves. One such solution is biometrics.

### Your solution – biometric identification

Biometric identification is a far more accurate patient identification approach than traditional methods. Biometrics do not change over the course of a patient's lifetime and cannot be duplicated or forged.

Imprivata PatientSecure is such a biometric solution. It's a positive patient identification platform that creates a 1:1 match between individual patients and their unique medical records. It can be especially vital in critical care situations where a patient might be unresponsive. Imprivata PatientSecure integrates directly with a healthcare facility's EHR, ADT, EMPI, and other HIS systems.



1. Biometric enrollment creates a 1:1 link to MRNs from multiple clinical systems



2. Securely and accurately identifies patients at any point of care directly from the registration screen



3. Retrieves the correct record from appropriate clinical systems

Biometrics contributes unique benefits to each organization in the healthcare continuum. You can get specific information for your leaders in:

- Clinical Informatics
- Clinical Management
- Health Information Management
- Information Technology
- Patient Access
- Patient Experience
- Quality
- Revenue Cycle

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## Proven benefits

Biometrics positively impacts the bottom line, while enhancing patient safety and experience. It can help your organization to:

- Improve financial outcomes and revenue capture by ensuring positive patient identification on the front end and reducing denied claims and bad debt
- Eliminate the lengthy and costly process of cleaning duplicate and overlaid medical records
- Decrease unnecessary tests that are often ordered, due to inaccurate records, and that insurance companies are inclined not to cover
- Increase accuracy and efficiency for your Patient Access team, who can check patients in more quickly and confidently with the added benefit of patient satisfaction.
- Reduce exposure to costly litigation caused by patient misidentification

## Next steps

Seeing is believing. Let Imprivata demonstrate the proven benefits of biometrics. Be one more confident Revenue Cycle leader that adds to the 10M+ patients that have been enrolled with Imprivata PatientSecure.

Request a demo today and we'll schedule at your earliest convenience.

**Call:** 781-674-2700, Select option 1

**Click:** <https://security.imprivata.com/request-demo.html>

**Email:** [salesinfo@imprivata.com](mailto:salesinfo@imprivata.com)

Visit [www.imprivata.com/patientsecure](http://www.imprivata.com/patientsecure) to learn more about why patient identification matters.

