

# Improving patient safety and experience with Imprivata PatientSecure and CTS

## Benefits

- Eliminate patient misidentification and reduce medical errors
- Speed patient check-in by eliminating unnecessary paperwork, qualifying questions and other means of ID
- Improve staff efficiency and collections of patient payments at time of service
- Ensure correct insurance information and verified consent forms

Proper patient identification is the key to patient safety and effective revenue cycle performance. With the right tools in place to guarantee positive identification, hospitals can reap the full clinical and financial benefits of digital health technology from EHRs and kiosks. Integrating positive patient identification with these systems enables customers to ensure they get patient identification right each and every time. The risk of patient misidentification – and subsequent medical errors – from duplicate medical records or overlays increases with each system that requires manual input of patient identification. As leading healthcare systems encounter multiple EHRs and registration systems, using a single biometric identifier to link a patient's identity across multiple systems and sites can reduce the risk of misidentification and medical errors.

## A faster, better check-in experience

For more than 10 years, CTS Healthcare Services has been developing kiosks that are specifically engineered and purpose-built for the demanding environments of hospitals and clinics. CTS kiosks have been deployed to hundreds of healthcare systems, hospitals, and clinics nationwide, and has helped to facilitate more than 200 million patient check-ins.

While CTS offers several different designs and offerings, such as wall mounts and tablets, the most widely deployed kiosk is the Patient Passport Express®. All CTS Patient Passport Express kiosks facilitate self-service check-in for patients and meet ADA universal standards for wheelchair access. The Patient Passport Express family of kiosks also offers privacy options that align to HIPAA guidelines.

## Positive patient identification at check-in through biometric identification

The use of biometric identification at registration kiosks transforms the entire patient registration and intake process. Imprivata PatientSecure® eliminates the need for providers and patients to input patient information manually by enabling patients to scan their palm and be positively identified through biometrics while at the self-service kiosk, saving time, reducing unnecessary paperwork, and improving satisfaction.





Imprivata PatientSecure is a positive patient identification platform that uses biometrics to accurately identify patients. Through an easy enrollment process, Imprivata PatientSecure creates a 1:1 link between patients' unique palm vein scans and their individual medical records. Once enrolled, a patient simply scans their palm and Imprivata PatientSecure quickly and accurately identifies the patient and automatically retrieves their unique medical record.

**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](http://www.imprivata.com)**

**Offices in**

- Lexington, MA USA
- Uxbridge, UK
- Melbourne, Australia
- Nuremberg, Germany
- The Hague, Netherlands

**CTS kiosks and Imprivata PatientSecure**

With CTS kiosks and Imprivata PatientSecure, check-in processes can be automated, and patient self-check-in can be facilitated. This enables your organization to positively identify patients with Imprivata PatientSecure and benefit from all workflows supported by the kiosk.

<b>Kiosk functionality and workflow options</b>	
<b>CTS kiosks and Imprivata PatientSecure facilitate:</b>	
Positive patient identification	Patient check-in
Patient record update	Appointment confirmation
Copayment and bill collection	EMV/Chip and PIN acceptance
Receipt and form printing	Signature capture for consent and forms generation
Duplex image scanning for full-size documents	Patient photo capture for ID
Surveys	Wayfinding with map printing

**About CTS**

CTS was founded in 2002 to innovate and manufacture the world's best self-service interactive devices and kiosks. Today, its CTS Healthcare Services® division leads in kiosk deployments (including the Patient Passport Express®) among healthcare facilities, capturing 95 percent of Epic Welcome® users. CTS recently launched the new Mighty Touch® division to focus on custom, white label and retail solutions. Mighty Touch® kiosks and tablets have been deployed around the globe, most recently in China and Dubai.