CARE PROVIDER WORKFLOW: USING CARADIGM SINGLE SIGN-ON WITH EPIC

You will be able to take advantage of the deep expertise of Imprivata® Caradigm® to streamline workflows for care providers, giving them faster, easier – yet secure – access to their applications. Our solution’s unique capabilities for clinical systems and flexibility with authentication requirements support a clinical workstation that is unrivaled in the IAM industry.

Imprivata Caradigm’s integration with Epic is also unique in the industry.

Our connectivity via CCOW and Epic’s API enables us to provide “plug-and-play” SSO and context management functionality right out of the box. In fact, Epic used our software development kit (SDK) to enable their applications with CCOW, resulting in a very tight integration. Our expertise with other Epic customers can help you gain faster access to the system, greater availability for your IT staff, lower total cost of ownership, and more streamlined workflows for care providers.

Of particular relevance for your IAM project, our solution can leverage Epic’s “Secure” functionality, based on the user’s role and/or location.

**Secure, easier clinical workflows**

Signing in and re-authentication could follow a user-friendly, but secure, workflow similar to the following scenario. In this example, we will be observing the fictional Dr. Katherine Porter during a follow-up office visit with a patient who is receiving radiation therapy. We will refer to the suite of clinical applications as, simply, “EpicCare.”

**Highlighted features include:**

- Single sign-on
- Badge access
- Single- and multi-factor authentication
- Re-authentication
- Context management
- Auto-launch
- Launchpad
- Shared workstations
- Fast User Switching (FUS)
- Securing a workstation
- ePrescribing/EPCS
- eSigning clinical documentation
- Compliance logging
- Graceful sign-off

Imprivata Caradigm offers numerous workflow options which can be tailored based on a user’s role and/or location. In the following example we focus on an exam room environment, with multiple care providers visiting the same patient. This workflow can be modified to accommodate your specific environment.
Workflow scenario: An office visit with Dr. Porter

Logging on

- At the beginning of her office hours, Dr. Katherine Porter uses the single sign-on feature of Imprivata Caradigm’s solution to log on to a workstation. With the same badge she used to enter the reserved parking lot and secured staff entry door, she taps her badge on the passive proximity reader and is prompted for her network password. Dr. Porter’s credentials are authenticated against the AD environment. Once authenticated, the desktop unlocks and a grace period is established for Dr. Porter.

- EpicCare is automatically launched upon authentication to the desktop, while other applications (both standard and those enabled with SSO) are displayed on the Launchpad toolbar for single-click access. Dr. Porter reviews her patient list for the day and prepares for her first office visit. She then taps her badge to log off the workstation.

Seeing a patient

- Each exam room is equipped with a workstation. The nurse approaches the workstation, taps her badge, and is immediately logged into EpicCare. After the nurse records the patient’s vitals and updates the medications and conditions list, she taps her badge to log off and secure the shared workstation. The Fast User Switching feature allows the workstation to gracefully accommodate a turnover from nurse to physician. As part of this logoff, Imprivata Caradigm's solution runs the Epic’s “Secure” functionality, rather than a full logoff, which allows the patient’s information to remain available in context for the next care provider.

- Dr. Porter enters the exam room. Logging in to the workstation is as easy as tapping her proximity badge on the badge reader.

- The workstation unlocks and EpicCare is already launched, logged in as Dr. Porter and showing the patient screen where the nurse previously entered data. Context management causes all applications to automatically tune to the same patient and so, with a single tap of her badge, Dr. Porter is able to review the patient’s detailed clinical documentation within the EpicCare. She clicks an icon from the Launchpad toolbar and is taken directly into the PACS to review a recent radiology interpretation.

Electronic prescribing

- After reviewing the education materials with her patient, Dr. Porter determines that corticosteroid therapy is indicated as protocol for treating her patient’s breathing difficulty, which is a result of inflammation caused by radiation to the lungs. She selects the ePrescribing feature in EpicCare and enters a prescription for prednisone.

- Before the system sends the order to the patient’s pharmacy, Imprivata Caradigm SSO triggers the re-authentication policy. Dr. Porter taps her badge, then enters her SSO password Imprivata Caradigm’s solution completes the re-authentication process and allows the prescription to be submitted electronically.

Securing the workstation

- Because prednisone can cause serious side effects, especially if a patient stops taking them without a tapered regimen, Dr. Porter wants to review the prescription information with her patient. She selects the print option for EpicCare patient visit summary (which includes patient education materials for corticosteroids). Before leaving the exam room to retrieve it from the printer, she locks the workstation by tapping her badge or clicking on the “lock” icon in her Launchpad toolbar. Imprivata Caradigm SSO logs this event, which helps the security and compliance teams monitor compliance practices.

Logging off

- After reviewing the education materials with her patient, Dr. Porter acknowledges in EpicCare that she provided materials to her patient and taps her badge to electronically sign the clinical documentation. When she is finished with the workstation, Dr. Porter simply clicks the sign-off icon or taps her badge again. Imprivata Caradigm SSO then properly signs off all applications; this includes answering and closing any dialog boxes that pop up as part of the sign-off process.

1. Depending on your authentication policies for this particular physician’s office, the configuration could allow a single tap for re-authentication, without the need for Dr. Porter to enter her SSO password.

2. For simplicity of this workflow example, Dr. Porter is prescribing a medication that is not classified as a controlled substance by the DEA. If her patient was in need of a controlled substance (for example, lorazepam to reduce nausea caused by chemotherapy), then the EPCS authentication workflow would trigger. Dr. Porter would swipe her fingerprint on the biometric reader or use One-Time Password (OTP) from her phone to authorize the order for lorazepam.
A few notes about re-authentication options with the Imprivata Caradigm solution...

- Our solution allows system administrators to use diverse authentication methods in different locations throughout the organization. For example, it can support secure passwords in one department or physician office and biometrics in another. Security is strengthened on shared workstations through uniform authentication, a secured screen saver, and ondemand re-authentication.

Imprivata Caradigm SSO supports flexible authentication requirements, including single-factor, multifactor, and re-authentication situations. It supports easy tap-badge and fingerprint authentication with heightened security, and can streamline:

- Single or multifactor authentication at the beginning of a user’s shift
- Single-factor authentication during an user’s shift
- Multifactor authentication for specific workflows (e.g., ordering medications or transmitting financial information)

Badge authentication is typically used by clinicians who are logging in/off on different workstations throughout their shift, but can be used by anybody (e.g., a registrar who is collecting a co-payment or a billing clerk who is entering a patient’s financial information).

Benefits of a single-platform solution

All of the key features highlighted in this scenario are included in one solution. Our approach can save time and costs because IT staff uses the same administrative toolset for both key functions. With only one product to learn, training efforts can be minimized. The support relationship is easier because there is only one vendor to call, regardless of the functionality, and Imprivata Caradigm will see to the effective resolution of any service calls that are covered by your support agreement.

Return on investment

Simplified administration can free capacity for your IT staff and help you lower the total cost of ownership. Additional benefits may include faster return on investment (ROI) for your clinical investment as you leverage Imprivata Caradigm SSO to increase user adoption rates. Even the slightest increase in adoption percentage rates can amount to millions of dollars.

Get there faster with Imprivata Caradigm

Business impact