

Imprivata Managed Privacy Services



Ensuring patient privacy is more important than ever, and Imprivata Patient Privacy Intelligence (PPI) helps to tackle challenges related to protected health information (PHI), including policy compliance, security, and violations. But even the most advanced platforms benefit from expert oversight that turns alerts into action and ensures your privacy program delivers on its promise.

Imprivata Managed Privacy Services extends the power and reach of your team to manage your platform and maintain readiness for required audits and forensic investigations. Our teams are experts in compliance, security, and the Patient Privacy Intelligence platform, which will help you safeguard patient data, uncover potential insider threats, and build a true culture of compliance.

Proactive value

Our Imprivata team is accountable for maintaining strict ongoing monitoring of your platform, proactively investigating potential violations, and partnering with your privacy and security teams to deliver faster time to value. Your organization should consider Imprivata Managed Privacy Services if you:

- Face resource limitations, despite federal, state, and local mandates to maintain a patient privacy monitoring program in compliance with regulatory requirements
- Need expert guidance to integrate your monitoring solution and privacy program with complex internal application and end user workflows
- Require a trusted partner to scale and maintain your patient privacy monitoring program with unparalleled scale, enhanced monitoring outcomes, an elevated experience, and higher service levels

Trusted and tested expertise

Backed by thousands of hours of experience, our MPS team members are experts at managing Imprivata solutions. Their deep healthcare experience includes partnerships that span the most complex mix of business processes, user workflows and technological integrations. Let us put our knowledge and experience to work for you.

Benefits of Imprivata Managed Privacy services

- Add scale and expertise to your privacy program and teams
- Increase your team's efficiency in data-driven identification and countering of policy violations
- Improve your case management processes with expert assistance in case tracking, escalation, and communication management
- Maintain data integrity standards with trained application experts

Customized to your needs and environment

Our team of experts will work closely with you to customize your proactive monitoring program and use cases to fit your organization's unique needs. This approach allows us to ensure that all communication, workflows, and proactive monitoring integrate seamlessly with your privacy and compliance program and strategy. As a result, you'll benefit from strong continuity, consistent procedures, and improved monitoring program outcomes.

MPS Offerings

	Advisory	Lite	Full
Product responsibilities	PPI set up & case handling	+ Limited PPI management	+ Full PPI management
Application performance, data integrity, and health check monitoring	✓	✓	✓
Support case handling	✓	✓	✓
End user and manager communication	✓	✓	✓
Application training	✓	✓	✓
Weekly review and support meetings	✓	✓	✓
Investigation documentation and tracking		✓	✓
Ad-hoc reporting and monitoring requests		✓	✓
Enforced Policies (EPs) per contract		✓ 4 total (1 rolled out every 12 weeks)	✓ 4 total (1 rolled out every 12 weeks)
Alert monitoring services		✓ Up to 10 per week, per policy	✓ Unlimited (user defined)
Governance and compliance reports		✓ Up to 5 per month	✓ Unlimited (user defined)
MPS interpretation of reactive auditing results		✓ 1 per month	✓ 2 per month

Focus	Responsibility
Application privacy and security monitoring	Review and analyze daily alerts of EHR data relating to privacy and security monitoring.
Application performance, data integrity, and health check monitoring	Ensure the daily loading of EHR data and supplemental advanced user and patient data files to ensure data integrity within the Patient Privacy Intelligence platform. Monitor for optimal performance and efficient use of Patient Privacy Intelligence.
High-profile or threat monitoring	Analyze daily alerts unique to high-profile or enhanced threats.
Forensic investigations	Perform analysis of potential privacy or security incidents that may have occurred within patient data source systems. Develop and deliver investigation reports detailing analyzed findings and conclusions relating to potential violations.
Compliance and governance reporting	Develop and deliver governance and analytic reporting quantifying return on investment and effective use of Patient Privacy Intelligence. Develop and deliver governance and analytic reporting identifying the need for educational or training actions to enhance privacy and compliance with privacy regulations and policies.
Privacy or security incident documentation	Maintain documentation of privacy or security incidents tracking potential incidents across the organization.
Shape Ad-hoc reporting and monitoring requests	Design and adhere to tailored investigation workflows to meet your organization's needs. Execute and analyze ad-hoc reporting and monitoring requests to meet internal monitoring and legal needs across your organization.
Weekly review and support meetings	Conduct and maintain weekly review and support meetings tracking the status of your proactive monitoring program. Provide timely and responsive support on application and program priorities.



Imprivata delivers simple and secure access management solutions for healthcare and other mission-critical industries to ensure every second of crucial work is both frictionless and secure. Imprivata's platform of innovative, interoperable access management and privileged access security solutions enable organizations to fully manage and secure all enterprise and third-party identities to facilitate seamless user access, protect against internal and external security threats, and reduce total cost of ownership.

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3327-2025_MS-DS-managed-privacy-services