

CASE STUDY

Faster, more secure access to computers and applications at Hospital Jihlava

Multifactor authentication and single sign-on help increase the efficiency of medical staff as well as simplify and speed up logging on to shared computers

Customer profile

Hospital Jihlava is a medical facility in Jihlava and is the largest hospital in the Vysočina Region. It provides many types of care, including outpatient and inpatient basic and specialized diagnostic and medical care, necessary preventive care, and pharmacy services. The hospital's capacity is 712 beds, with 56 medical departments and 1,500 employees. Each year, the hospital treats 25,000 inpatients, 400,000 outpatients, and completes 7,500 surgeries, of which a third are acute.



At a glance: Implementation success

“We started looking for a solution to simplify the logging on process for computers. The hospital environment is complex. Dozens of users share a large number of computers. The Imprivata project started as a proof of concept (PoC) and immediately became an essential part of operations. The Imprivata system significantly simplifies logging into applications – using the employee’s ID card – and helps us meet the Cyber Act requirements for multifactor authentication. The advantage of the new solution became remarkably apparent during the COVID-19 pandemic when compliance with hygiene rules became an even more pressing issue. When paramedics spend most of their working time in protective suits, signing up with a card is impractical. That’s why the supplier came up with an improvement: the cards were replaced with contactless bracelets.”

– Mgr. David Zažímal, Deputy for Informatics and Cyber Security

Benefits

- Secure access to medical records
- Save users time when working on PCs
- Facilitate and speed up logins to computers and applications
- Reduce the number of forgotten password reset requests
- Eliminate the need to remember several passwords for different applications
- Increased security with two-factor authentication

Technologies used

- Imprivata Imprivata Enterprise Access Management with single sign-on
- Imprivata Contactless Readers for Mifare® cards

Initial situation and project goals

During daily activities, doctors and nurses use many applications and systems, which they access from various computers located in examination and inspection rooms in different parts of the hospital. At the same time, users have to access the hospital's e-mail or Intranet almost daily. To ensure high security and protection of medical records, Hospital Jihlava was forced to gradually move from group accounts (such as "Nurses1") to personal accounts (Surname, First Name) to ensure a unique user identity under the requirements of the Cyber Security Act. That brought two fundamental problems: the first was the number of applications and web services that clinicians had to log in to all the time. The second was a large number of so-called shared computers – these are, for example, in examination rooms or nurses' rooms, where the staff often take turns during their working hours and where logging in and out takes significant time.



This way of working has become unsustainable in the long run. Users resorted to not logging out and people shared login details, therefore working under the identity of someone else.

For these reasons, Hospital Jihlava decided to invest in a solution to allow existing employee ID cards (used for access to buildings, the car park, and for meal ordering) for authentication to the entire application environment. The goal was to ensure a high level of security in accessing applications while significantly speeding up login and logout.



The solution

User devices, like computers and laptops, are equipped with a contactless reader for NXP MIFARE cards. Imprivata Enterprise Access Management with single sign-on is installed on the endpoint devices, which provides multifactor login by tapping a card and entering an optional PIN. The user can perform the initial card and PIN enrolment independently, using the self-service capability. The user can also enroll one or more authentication devices to log in, such as a card and a contactless bracelet.

Logging in and out takes a few seconds: tapping the card on the reader will “switch” from the existing to the new user. At the same time, Imprivata Enterprise Access Management with single sign-on performs automatic logging in to applications (FONS Enterprise, PACS, JIVEX, Lekis, LIMS, Operis, and others) without the need to enter a login name and password manually. The end user devices are in the so-called “hybrid Azure AD joined” mode, which means that they are members of the local Active Directory and Azure AD simultaneously. That allows seamless SSO login to applications running on Microsoft Azure, e.g., Office 365 (Word, Excel, OneDrive, Outlook, Teams, etc.).

The pilot deployment in the Surgery department received immediate positive feedback from medical staff, which has raised a wave of interest in other wards. That helped to speed up the rollout in other parts of the hospital.

In the next stage, a self-service password reset capability was introduced. Using this, users can reset their password or PIN themselves without contacting the help desk. The high availability of the solution has also been successfully increased using a third Imprivata Enterprise Access Management with single sign-on appliance running in the MS Azure cloud. This makes the solution resistant to failures of the entire local data centre.

The plan for the following stages includes the deployment of Imprivata Mobile Device Access to access patient records from Android mobile devices. In addition, the Imprivata solution is gradually being expanded for specific areas of use, such as tablets in operating rooms.



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. The Imprivata platform of innovative, interoperable access management and privileged access security solutions enables 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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3763-2026_EAM-CS-jihlava-hospital