

## CASE STUDY

# Imprivata Enterprise Access Management with multifactor authentication saves time and keystrokes

Saving clinicians time re-authenticating in Allscripts Sunrise

### Challenge

- Need to implement re-authentication workflows as part of the move to a new EMR and to meet cybersecurity standards
- Clinicians' frustration re-entering complex passwords up to 40 times per shift
- Maintain familiar, secure yet easy to access workflows for clinicians moving around departments and throughout the hospital
- Need to simplify provisioning and deprovisioning, and reduce support calls

### Results

- Streamlined 192,000 re-authentications for 1,600 clinicians every month
- Clinicians use familiar badge tap on/off process across all workflows saving time and keystrokes
- Re-authentication requirements do not disturb clinicians' focus
- Strong password requirements can be maintained in line with policies without staff having to remember login details and enter them repeatedly



#### LOCATION

Latrobe Valley,  
Gippsland, Victoria,  
Australia

#### EMPLOYEES

2500

#### INDUSTRY

Healthcare

**“Imprivata is the key to everything we do each day. Work is seamless now – there’s no need to think about accessing different systems.”**

– Anne Galletti, Nurse, LRH

### Introduction

Latrobe Regional Hospital (LRH) is a regional specialist referral and trauma centre, located 150km east of Melbourne, Australia. It is one of the region's largest employers with more than 2,500 staff.

LRH partners with the Gippsland Health Alliance (GHA) to provide ICT Services for its clinicians.

LRH is a modern, purpose-built teaching hospital caring for a population of more than 260,000, offering medical services such as elective surgery, emergency care, aged care, obstetrics, mental health, pharmacy, rehabilitation, and medical and radiation oncology.

LRH had a mature IT environment. This consisted of IGEL thin clients and Citrix-hosted shared desktops for VDI roaming. Imprivata Enterprise Access Management with single sign-on (SSO) has been utilised for over 10 years to support clinicians using their badges to tap into systems to access the range of clinical applications needed to support patient care workflows.

When LRH introduced Allscripts Sunrise EMR as a single platform to provide clinicians with the most current information at the point of care, the initial implementation led to staff frustration because they had to repeatedly enter passwords throughout their shifts. Imprivata Enterprise Access Management with single-sign on and Imprivata Enterprise Access Management with multifactor authentication were selected to address these issues.

## The challenge

LRH went live with Allscripts Sunrise Clinical Manager (SCM) following a two-year deployment project. As part of the transition from legacy clinical systems to SCM, LRH prioritized strengthening cybersecurity to meet Department of Health standards. This included increasing Active Directory (AD) password complexity and length requirements, as well as eliminating and prohibiting the use of generic accounts and password sharing.

As Allscripts SCM is AD-integrated, Imprivata Enterprise Access Management with single sign-on provided passwordless access to the desktop itself and opening the EMR did not require further authentication. However various clinical workflows including pathology, radiology, prescribing, and referrals required authentication at various steps in the process. Also workflows such as witnessing co-signatures for paediatric prescriptions and all student prescribing needed re-authentication to increase security and visibility into clinical interactions. This meant users were required to manually enter their long, complex passwords up to 40 times a day for the re-authentication workflows within Allscripts SCM.



**“The successful adoption of EMR is core to LRH’s plans, aligning us with the overall Victorian and national digital health strategies and keeping us innovative and agile. Imprivata Confirm ID has helped enormously in driving staff take up and regular usage.”**

– Adrian Shearer, CTO, GHA

Anne Galletti, a nurse at LRH, observed “with the introduction of the EMR we had to confirm our identity all the time, it involved typing your password after each transaction” which led to some clinical frustration.

This resulted in numerous complaints to the EMR and IT Teams teams due to the inconvenience of the need to remember long, complex passwords and enter these repeatedly throughout the day. Clinicians were frustrated as the effort needed took time away from patient focus.

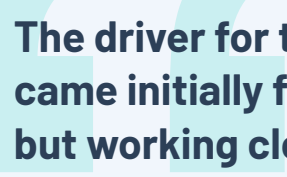
## The solution

Imprivata Enterprise Access Management with single sign-on was already in place within LRH providing SSO and streamlining desktop session roaming to shared desktops and thin clients. These benefits are well recognised by staff. “Imprivata Enterprise Access Management with single sign-on helps us access systems with our swipe cards and is vital in time critical areas such as Resus,” explains Galletti. In one month, the busiest workstation was accessed by 172 different users. Imprivata Enterprise Access Management with single sign-on streamlines clinicians’ initial access to the EMR along with other clinical and business applications,

already providing a big win for LRH, observed Ace Wilhelm, Manager of Service and Agency Support at GHA. “Clinicians can tap on and easily make use of devices as they move around a department as part of a workflow or are deployed throughout the hospital.”

LRH approached Imprivata to explore whether there were solutions within the Imprivata identity and access management suite that would help with the re-authentication and witnessing challenge within Allscripts SCM. Imprivata Enterprise Access Management with multifactor authentication provided an ideal match.

Imprivata Enterprise Access Management for Clinical Workflows enables fast, secure re-authentication within clinical applications, including witness signing for drug administration, observation, clinical notes entry, and authentication for other medication workflows. It integrates with Allscripts SCM to streamline these workflows by enabling fast, convenient



**The driver for the project came initially from IT, but working closely with clinicians, to help make the implementation of EMR more acceptable for staff and to ensure alignment with the overall Australian Digital Health Strategy.**

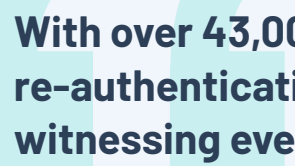
– Matt Pinches, EMR Project Manager, GHA

authentication through the simple tap of a proximity badge, replacing the manual entry of usernames and passwords. Imprivata proposed this solution to help address the challenges that clinicians were facing.

An initial proof-of-concept at LRH was set up to demonstrate the ability of Imprivata Enterprise Access Management for Clinical Workflows to integrate with its implementation of Allscripts SCM. This test demonstrated that the proposed solution would meet the needs of LRH clinicians and support all the relevant workflows that required re-authentication. “Imprivata worked collaboratively with Allscripts, LRH and IGEL to help make the implementation a huge success,” explains Malcolm Howard, Senior Computer Support Officer at GHA. “The Imprivata team provided fantastic support and were always quick to respond.”

The next stage involved a pilot project for Imprivata Enterprise Access Management for Clinical Workflows. A select group of users in the Emergency Department was used to test the solution and ensure that the functionality was a good match. The test environment simulated real world scenarios around managing patient care rather than testing pieces of specific functionality in isolation. In the pilot, around 170 clinicians were using the solution to witness over 1,600 events. The pilot demonstrated the value that Imprivata Enterprise Access Management for Clinical Workflows gave to clinicians in freeing up time from repeatedly entering passwords allowing them to focus on patients and patient care.


The project then moved rapidly to a wider deployment to all users in the scope of the project. The full roll out took a matter of weeks to complete with clinicians quickly adopting the improved way of working. “Once LRH had given a few staff a taste of the solution, everyone wanted it in a hurry and they were very pleased when they could use it,” says Wilhelm.



**With over 43,000 re-authentication and witnessing events per week, clinicians saw the benefits straight away as soon as Enterprise Access Management for Clinical Workflows was turned on. There was great acceptance and feedback.**

– Malcolm Howard, Senior Computer Support Officer, GHA





**“It’s just part  
of my everyday  
work routine  
now.”**

– Anne Galletti, Nurse, LRH

## Benefits

The benefits that Imprivata Enterprise Access Management for Clinical Workflows gave to LRH are wide ranging, from removing the individual frustration that clinicians felt entering passwords to the broader time and cost savings seen across the whole organisation.

Just 10 months after the pilot, deployment had extended to over 1,600 clinicians using Imprivata Enterprise Access Management for Clinical Workflows to streamline their EMR re-authentication and witnessing workflows. Over the course of one month, 192,000 re-authentication events were streamlined. That equates to over 425 hours of clinical time saved per month, meaning clinicians have more time with patients, are more focused on patient care, and are less distracted by IT processes.

From an IT perspective, the solution ensures that necessary cybersecurity and governance policies are met in terms of password requirements and auditing of clinical interactions. It also ensures that risks are mitigated in terms of avoiding work arounds to entering lengthy usernames and passwords such as credential sharing or leaving passwords written down next to workstations. “Onboarding and offboarding staff, including students, has been made much simpler for us and security has been enhanced,” explains Matt Pinches, EMR Project Manager at GHA. “Any lost or out-of-date cards become invalid within hours. With role-based groups, staff working in different parts of the hospital don’t need to ask for access. They just have the relevant access wherever they are deployed.” Finally, calls to the IT help desk regarding password-related queries were reduced, freeing up IT time to focus on other projects and tasks.

## Conclusion

From positive experiences and benefits at LRH, GHA will rollout Imprivata Enterprise Access Management for Clinical Workflows to all other member agencies and staff. A future focus will be to enhance the systems access and authentication for remote users.

Imprivata Enterprise Access Management for Clinical Workflows has been a transformational solution for clinicians as LRH drives for higher levels of cybersecurity and improved information governance. Clinicians can remain focused on patient care while necessary standards around passwords are maintained, and data governance and risk management relating to clinical workflows such as prescribing is adhered to. Overall, the solution has brought major benefits to both Clinical and IT teams.



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 organisations 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.

For more information, please contact us at:

**Global headquarters USA**

Waltham, MA

**Phone:** +1 877 663 7446

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

**European headquarters**

Uxbridge, England

**Phone:** +44 (0) 208 744 6500

[www.imprivata.com/uk](http://www.imprivata.com/uk)

**Germany**

Langenfeld

**Phone:** +49 (0) 2173 99 385 0

[www.imprivata.com/de](http://www.imprivata.com/de)

**Australia**

Melbourne

**Phone:** +61 3 8844 5533

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