imprivata

Identity verification for MyChart

Patients expect simple portal access. Attackers target it.

A stolen password or patient impersonation can put more than health information at risk.

About 190 million patients worldwide use MyChart.* Unfortunately, a convincing phishing email can send a patient to a fake login page, exposing credentials and personal information. If those credentials are reused, the risk can reach beyond the patient portal. Having an IDV solution is necessary to prevent risk from social engineering. Manual verification and knowledge based questions are no longer enough to keep patient portals and the service desk safe from bad actors.

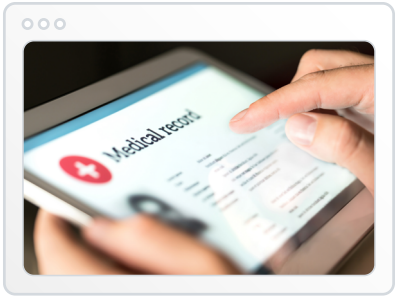
Secure the front door to MyChart and service desk workflows

Identity verification adds a critical check when patients create or recover a MyChart account. It automates the process for health systems to confirm that the person requesting access is the patient, reducing the chance that stolen information can be used to impersonate them.

Verify a patient once and use that trusted identity across in-person and digital workflows. Imprivata Patient Access streamlines patient verification by providing a remote way to confirm a patient's identity for access and account requests, reducing reliance on time-consuming phone checks by service desk and HIM teams. The result: less staff workload, lower verification costs, and a smoother patient experience.

Privacy-centered identity verification

Imprivata integrates with Epic to help provide healthcare-focused identity verification that supports IAL2 standards and HIPAA requirements. The solution keeps patient access inside Epic workflows and does not require an Imprivata-branded verification. Our privacy-by-design approach stores patient information in a secure environment for verification purposes only. Data is not shared, sold, or repurposed.



Protect patient identity. Help reduce support burden and cost.

Imprivata Patient Access is verified and tested through Epic's Toolbox program. Epic's implementation guidance highlights IDV as a highly recommended component for MyChart.

Protect patient access while reducing the burden of identity-related support work with Imprivata identity verification for MyChart.

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For more information, please contact us at **+1 877 663 7446** or visit us online at www.imprivata.com

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