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DATASHEET

# Imprivata Patient Access

One patient. One record. Every time.



Healthcare organizations rely on accurate patient identification to deliver safe care, protect revenue, and create better patient experiences. Imprivata Patient Access provides a healthcare-native approach to patient identity, securely and accurately matching patients to their medical records across the entire care journey. By combining facial recognition, identity verification, and deep EHR integration, Imprivata Patient Access helps reduce misidentification without adding friction for patients or staff.

## Why patient identity matters

Patient misidentification creates risk at every point of care, leading to duplicate records, denied claims, patient safety events, and poor experiences. Manual and inconsistent identification processes make it difficult to maintain a single, trusted patient record as patients move through your organization. Imprivata Patient Access establishes a strong digital patient identity once, then uses it to safely and efficiently identify patients wherever care happens.

## Benefits that drive real outcomes

### Assist organizations in addressing claims friction

Prevent denied claims and costly rework caused by duplicate records and registration errors by maintaining a consistent one-to-one match between patient and record.

### Lower operational overhead

Help reduce call center volume, help desk tickets, and administrative burden through automated, self-service identity workflows.

### Deter bad actors

Protect patient records and digital access points with high-assurance identity verification. By verifying patient identity during self-service, account recovery, and other sensitive workflows, Imprivata Patient Access helps deter impersonation, fraud, and misuse, reducing risk without compromising the patient experience.

### Improve patient safety and experience

Accurately identify patients at every encounter to mitigate the risk of medical errors while delivering faster, touchless check-ins and intuitive self-service workflows that build patient trust.

## How it works: Enroll once. Strongly authenticate thereafter.

### Secure identity verification

High-confidence identity verification supports sensitive actions such as patient portal account creation and recovery. Supervised and unsupervised workflows reduce fraud risk and call center volume while maintaining a simple, patient-friendly experience.

### Fast, accurate enrollment

Imprivata Patient Access streamlines enrollment through registrar-assisted and self-service workflows that integrate directly into the EHR. A single photo, captured at registration or imported from Epic with Magic Enrollment, creates a trusted patient identity from the start, mitigating manual errors without disrupting existing processes.

### Patient identification across the care journey

Patients are accurately identified at scheduled visits, walk-ins, kiosks, and emergency encounters. Facial authentication works in real clinical conditions, ensuring a consistent one-to-one match that prevents duplicates and reduces claims friction.

### Self-service account workflows

Patients can securely enroll, create, and recover patient portal accounts on their own.

These workflows increase portal adoption, improve pre-visit engagement, and significantly reduce IT and administrative overhead.

## Built for healthcare. Privacy by design.

Imprivata Patient Access is built exclusively for healthcare, with privacy and security embedded into every layer of the solution. Biometric data is isolated within your organization's cloud tenant, used only for approved operational purposes, and never shared with third parties, supporting regulatory requirements while maintaining patient trust.

Imprivata Patient Access delivers a single, trusted patient identity, supporting safer care, faster reimbursement, and better experiences at every point of care.

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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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7931-2026_PA-DS-onepatient-onerecord