

# Imprivata Confirm ID for telehealth: Supporting secure application access and remote EPCS workflows

Fast, convenient multifactor authentication improves security for telehealth workflows while enabling DEA-compliant electronic prescribing of controlled substances to eliminate paper prescriptions

“Imprivata Confirm ID gives us a single, consistent solution for EPCS as well as authentication into our systems. Being able to rely on one platform for both has been easy from an implementation perspective while ensuring a fast, convenient authentication experience for our staff.”

- Dr. Robert Lackey  
Associate CMIO  
WellSpan Health

## Introduction

Multifactor authentication is an essential component to telehealth initiatives and increased remote work. Multifactor authentication is critical to improving security and minimizing the risk of unauthorized access to applications, patient information, and other sensitive data. In healthcare, multifactor authentication is also a regulatory requirement for workflows such as electronic prescribing of controlled substances (EPCS).

Providers and non-clinical staff need secure remote access to the applications and information they need to complete telehealth workflows. For patients, enabling remote EPCS eliminates paper prescriptions, and therefore does not require an in-person interaction between patients and providers to pick up a physical prescription.

But adding multifactor authentication introduces a potential barrier to care and could stifle adoption and success of telehealth initiatives.

## How Imprivata Confirm ID supports EPCS for telehealth

Imprivata Confirm ID® is a comprehensive multifactor authentication platform that is purpose-built to meet healthcare’s unique security, compliance, and workflow challenges. Imprivata Confirm ID offers convenient authentication for remote access to systems and cloud applications while also meeting the DEA requirements for EPCS, including identity proofing, enrollment of credentials, two-factor authentication, and recordkeeping and reporting.

Some of the specific telehealth-related capabilities of Imprivata Confirm ID include:

- **Secure access to cloud applications** – Imprivata Confirm ID improves security for telehealth workflows by enforcing two-factor authentication for access to cloud applications. Using Imprivata ID, Imprivata’s convenient phone-based token app, providers and non-clinical staff can quickly but securely access applications anytime, anywhere. This includes clinical applications as well as video conferencing, finance and billing, HR, and others. And, when integrated with Imprivata OneSign® Web SSO, access to these applications is simplified further while maintaining security.



### About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

### For further information please contact us at

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or visit us online at

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

### Offices in

Lexington, MA USA

Uxbridge, UK

Melbourne, Australia

Nuremberg, Germany

The Hague, Netherlands

- **Anywhere, anytime two-factor authentication for EPCS** – Providers can quickly and easily complete the two-factor authentication requirement for EPCS using the same Imprivata ID mobile application used for remote network and application access. With a simple swipe from the lock screen, providers can sign EPCS orders from anywhere. Imprivata also enables Hands Free Authentication and fingerprint biometrics to give providers flexibility to meet their workflow requirements.
- **Remote identity proofing via web conferencing** – The Imprivata Confirm ID enrollment utility enables your credentialing staff to quickly identify proof providers and enroll their credentials via web conferencing. Through a new offering from Imprivata Professional Services, members of our team can assume the role of Enrollment Supervisor for your organization to conduct ID proofing and enrollment. For organizations requiring individual ID proofing, Imprivata partners with DigiCert, a federally approved Certification Authority, to allow providers to complete the identity proofing process in compliance with DEA requirements.

### Discover more

The following resources provide additional information about Imprivata Confirm ID for EPCS, including how we can support EPCS as part of your telehealth initiatives:

- Imprivata [COVID-19 resources](#)
- Imprivata [remote institutional identity proofing services](#) offering datasheet
- [On-demand webinar](#): Geisinger's keys to a successful EPCS implementation
- WellSpan Health [case study](#): Implementing a successful EPCS and multifactor authentication strategy for healthcare

For more information about Imprivata Confirm ID for EPCS and how we can support your telehealth initiatives, please contact your Imprivata account team.