

Increasing security and convenience at Epic health systems

Key benefits

- Replace passwords with fast, secure No Click Access® to patient data
- Use consistent strong authentication modalities regardless of workflow
- Enable fast, secure authentication for e-prescribing of controlled substances and other clinical workflows
- Ensure positive patient identification at registration, self-service kiosks, and point of care
- Automate provisioning and de-provisioning with secure, role-based access controls
- Streamline identity analytics to ensure access rights align with specified clinical roles

Healthcare organizations that use Epic have chosen to run one of the world's leading software suites. Epic provides clinicians and other care providers with a powerful platform, which includes many native clinical workflows designed to help caregivers provide better care for their patients.

Today, more than one-third of health systems using Epic rely on Imprivata, the healthcare IT security company, to enable the secure delivery of care and establishing trust between people, technology, and information by delivering comprehensive, purpose-built solutions for positive identity, ubiquitous access, and multifactor authentication. The Imprivata platform is embedded within native Epic workflows to make security and protection of patient data invisible while improving clinician efficiency and the overall patient experience. With Imprivata, health systems are optimizing their investments in Epic by building transparent, seamless, and convenient security into their clinical workflows.

Imprivata enables health systems using Epic to:

- Positively identify patients at registration and point of care to improve patient safety and maximize revenue capture
- Automate provisioning and de-provisioning with secure, role-based access controls
- Provide clinicians with fast, secure, No Click Access to patient data both inside and outside of the hospital
- Enable fast, secure user authentication for electronic prescribing of controlled substances and other clinical transaction workflows
- Use identity analytics to validate user accounts and ensure that access rights align with specified clinical roles

Today, these capabilities provide increased security and convenience for the hundreds of thousands of clinicians using Epic.

When healthcare organizations complement their Epic investment with Imprivata, providers reclaim efficiency, patients enjoy better care delivery, and both the health system's and the patient's security is protected – exactly as it should be.

“Using Imprivata PatientSecure has enabled us to eliminate costly duplicate and overlay record clean-up, which was costing us about \$500,000 annually.”

Becky Carter,
Administrative Director
Informatics & HIM,
Bon Secours Health System

“It is clear that Imprivata develops its solutions with the clinician perspective in mind because it is an unobtrusive, easy-to-use technology that allows me to spend more time focusing on what matters most – the patient.”

Dr. Larry Gordon,
Medical Director of Informatics,
Aspirus Wausau Hospital

“We made a decision in November of 2014 to go live with Imprivata in February of 2015. So once we made the decision for full deployment, we did that in three months. Imprivata was absolutely the single thing that was the success for the Epic rollout.”

Lou Gallagher, System Director,
HealthEast Care System

Positive patient identification

Effective patient care starts by ensuring the complete Epic medical record matches the patient being treated. Legacy patient identification processes that rely on photo IDs, oral demographic data, or Social Security Numbers can cause patient identification errors. Identification errors are time-consuming, costly to correct, and often result in denied claims and bad debt. Studies show that 10% of patients are misidentified during health record searches and that 9% of these errors result in an adverse event.

Imprivata enables registrars to accurately identify patients through biometrics at self-service kiosks, registration, and point of care. Through deep integration into the Epic workflow, patients are automatically matched to their correct medical record, eliminating duplicate medical records, improving patient safety, and maximizing revenue capture.

Fast, secure access to patient information

Cumbersome log-in and access requirements interrupt clinicians' workflows and negatively impact direct patient care. Regardless of how Epic is configured, clinicians frequently need to log in and authenticate to securely access and interact with patient data, both inside and outside of the hospital. Frequent legacy authentication wastes clinicians' valuable time, prevents leveraging the clinical efficiencies of native Epic workflows, and loses valuable opportunities to interact with patients.

Imprivata saves clinicians up to 45 minutes per shift by giving providers convenient and secure access to patient data across all native Epic workflows, with No Click Access to applications and virtual desktops, fast user switching on shared workstations, and multifactor authentication for remote network access.

Identity and multifactor authentication

Transacting patient information is essential to care delivery, and enforcing policy-based authentication and re-authentication is a core element of how native Epic workflows can improve patient safety. However, forcing clinicians to meet policy, security, and regulatory requirements with traditional authentication technologies creates barriers that cause inefficiency and disrupt clinical workflows.

Imprivata enables remote and on-premise Epic users to transact with patient health information securely and conveniently, streamlining transactions across all native Epic workflows, including electronic prescribing for controlled substances (EPCS), anesthesia attestation, medication administration record (MAR), and medication verification in Willow Ambulatory.

Secure, automated role-based access

Manually administering user accounts for Epic systems is a complex and error-prone process. As a result, healthcare organizations often experience delays in provisioning clinicians into the Epic environment. Healthcare organizations also face challenges with managing the lifecycles of user identity and access as clinicians change departments, get promoted, or leave the organization.

And because Epic organizations set their own policies for entering and linking EMP (employee) and SER (provider) records, Imprivata provides the flexibility to accommodate them – whether they use the automated process or opt to develop them manually:

- Creation and linking of both an EMP and SER record
- Creation of either an EMP or SER record
- Creation of either an EMP or SER record and initiation of a link to the other record

Imprivata experience supporting Epic health systems

Imprivata optimizes new and existing Epic deployments by leveraging Imprivata's deep clinical and technical experience gained from deploying and supporting Imprivata solutions at over one third of all Epic health systems worldwide.

As an Epic-approved third-party solution, the fifth generation of the Imprivata Connector for Epic embeds API level support for all native Epic workflows, enabling clinicians to securely and conveniently access and transact patient data. This integration with Epic:

- Gives care providers a consistent, high-quality user experience regardless of the workflow and endpoint configurations
- Offers unique workflow optimizations: Imprivata OneSign Patient Mode automatically secures clinical applications to enable a patient to securely access Epic MyChart using the workstation in the exam room, resulting in increased patient engagement and clinical efficiency
- Enables organizations to implement Imprivata quickly and easily within their virtual environment and supporting IT infrastructure, prior to the Epic go-live

Optimize your deployment

Imprivata recognizes that organizations migrating to Epic may have limited time or bandwidth to deploy Imprivata ahead of their Epic go-live. To address these needs, Imprivata offers a complete set of capabilities for Epic health systems to accelerate deployments and to optimize Epic environments with Epic focused tools, professional services, support, development, and clinical teams.

“Imprivata Identity Governance has helped us streamline and automate our access privilege audits with periodic access reviews, enabling managers to quickly and easily complete the validation of access of all personnel reporting to them.”

Ana Agostini,
Director of IT Services,
Memorial Healthcare System

“Imprivata Confirm ID integrates seamlessly with Epic to enable fast, efficient authentication for critical clinical workflows such as EPCS. This helps unlock the full potential of Epic by allowing our providers to quickly and easily transact with electronic health information and deliver high-quality patient care.”

Martin Littmann, CTO & CISO,
Kelsey-Seybold Clinic

“Our clinical staff has embraced Imprivata because it greatly improves their workflows and keeps them focused on the patient experience. If we took Imprivata away, our providers would be screaming loudly.”

Todd Richardson, SVP, CIO
Aspirus Wausau Hospital



Imprivata customer experience

Imprivata is dedicated to providing a signature customer experience. Imprivata customers thrive, grow, and succeed throughout their adoption lifecycle thanks to proven methodologies, broad professional services, and excellent customer support. From workflow analysis and implementations to platform upgrades and role-specific training, Imprivata always places customers first.

About Imprivata

Imprivata, the healthcare IT security company, enables healthcare securely by establishing trust between people, technology, and information to address critical compliance and security challenges while improving productivity and the patient experience.

Imprivata customers include some of the world's most prestigious healthcare organizations, and over one third of all Epic health systems use Imprivata. In total, more than 6 million users in over 1,700 healthcare organizations rely on Imprivata to provide both strong security and user convenience.

Imprivata is embedded in native Epic workflows across the care process to seamlessly improve security and user convenience

For further information please contact us at:

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www.imprivata.com

Offices in:

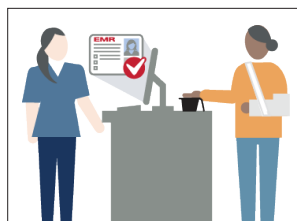
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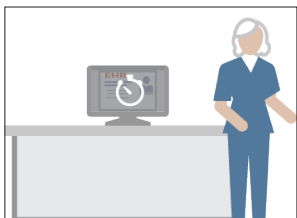
The Hague, Netherlands



At registration, the Imprivata patient identification solution is invoked directly on the Epic registration screen by the registrar to positively match the patient with their medical record.



In an exam room, the nurse uses a badge tap to securely access Epic. Once the patient's vitals are entered, the nurse secures the room with Epic Secure mode. Later when the physician enters, a badge tap brings up the patient's record, enabling the physician to immediately engage with the patient.



At a nursing station, a clinician uses a badge tap to rapidly access Epic on a shared workstation in kiosk mode. When the clinician gets pulled away, potentially exposing patient data, Imprivata detects inactivity and hides the patient data by greying out the screen and displaying the clinician's name to prevent miss-charting. A simple mouse tap restores the Epic session.



In North America, when a clinician wants to issue an electronic prescription for a controlled substance, Epic uses Imprivata to meet the DEA's two-factor authentication requirements. With Imprivata the clinician simply swipes their fingerprint and a secure token is automatically pulled from the clinician's locked phone to complete the authentication and issue the prescription to the pharmacy.