

# Imprivata Professional Services

Simplifying clinical and patient user experience with fast, secure access

## Benefits

- Expertise in streamlining clinical and patient workflows
- Proven implementation methodology and best practices
- Accelerated adoption through proven education methods
- Reduced risks associated with new technology introduction
- Point of contact for rapid problem resolution

In the healthcare environment, new technologies must fit easily into existing workflows, without disrupting the delivery of patient care. Adding single sign-on, strong authentication, DEA-compliant two-factor authentication, positive patient identification, and workflow optimization to your healthcare environment with Imprivata OneSign<sup>®</sup>, Imprivata Confirm ID<sup>™</sup>, and Imprivata PatientSecure can transform the clinical experience. Imprivata solutions streamline access to patient information and simplify security while enhancing overall compliance and improving the patient identification process. Ensuring that your Imprivata solutions are deployed smoothly and upgraded regularly is an essential step to realizing the full benefits of your Imprivata investments.

Imprivata Professional Services provide you with deep understanding of Imprivata technology combined with clinical workflow expertise, patient identification knowledge, and deployment best practices gained from working with more than 1,000 healthcare customers. Imprivata professionals will take the time to understand your specific environment and will work with your team to ensure that your Imprivata deployment results in faster access to patient information, improved patient identification processes, and increased levels of care provider and patient satisfaction.

## Imprivata Professional Services offerings

Imprivata offers a range of services for healthcare organizations across every phase of the deployment life cycle, from initial deployment to ongoing maintenance.

### Initial deployment

#### Solution readiness – plan for success

Before beginning an implementation, Imprivata experts guide you through the necessary steps of a successful Imprivata rollout. This service includes a detailed evaluation of your environment from IT, clinical, and patient perspectives. It provides the guidance you need to build your team and technology environment for secure, streamlined access to the right patient data and necessary clinical applications.



### 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.

### For further information please contact us at

1 781 674 2700

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

### Implementation services – streamline the deployment with proven strategies

When you're ready to deploy your Imprivata solution, use proven methodologies and best practices developed in hundreds of healthcare deployments. Before the implementation, the Imprivata team will help you gather the information necessary to configure and streamline clinical and patient workflows within your Imprivata solution, optimizing for your EMR, your physical or virtual environment, and your IT vision. Thorough testing will be performed before the first deployment incorporating collaboration with key clinical stakeholders. As you deploy across departments and groups, the Imprivata team will troubleshoot any issues that arise and look for additional ways to enhance end user experience. Imprivata Project Managers will help you keep tasks, resources, and schedules on track throughout your implementation phase.

### Customer education – build your internal expertise

Get your entire project team trained and ready to support, maintain, and administer your Imprivata solution in your environment. The Imprivata Customer Education Group provides a curriculum to deliver the appropriate level of training to the various roles involved in your Imprivata rollout, including Imprivata administrators, project managers, network administrators, desktop administrators, help desk staff, and end users.

### Extend and manage

#### Workflow analysis – find new ways to save time and effort

What other changes could you make to your environment to further streamline your user experience? Beyond understanding what people are doing today, a workflow analysis helps you plan the changes that will take the user's experience to the next level and transform your clinicians' work environments and your patients' care experiences.

#### Platform upgrades – streamline upgrades to your environment

Imprivata Professional Services can help to streamline the upgrade process when new Imprivata OneSign, Imprivata Confirm ID, or Imprivata PatientSecure releases offer new features or capabilities. The Imprivata team will help you plan and manage the upgrade of your Imprivata solution, deploy new functions in your environment, and improve how care providers and patients work with your system every day. Take advantage of Imprivata staff and expertise to test and roll out your upgraded platform without impacting care providers' or patients' user experience.

#### Worldwide technical support – access experts when you need them

Change is a constant within a healthcare IT environment. Maintaining a successful Imprivata deployment involves understanding how those changes will affect your Imprivata environment. The Imprivata Technical Support group is there for you during, and beyond, your Imprivata solution rollout to help you navigate changes and deal with unexpected situations.