imprivata®

Imprivata PatientSecure and Epic

Positive patient identification for Epic organizations

Positive patient identification has always been important: care can only be effective if the correct care is provided to the correct patient, using the right patient information. And in a world that is contending with and recovering from a global pandemic, linking patients to their unique medical history is vital, not only for individual patient care, but also for community and public health purposes.

Despite greater adoption of the latest health IT solutions, too many health delivery organizations still rely on manual identification processes and error-prone exchanges of information between people that often result in patient misidentification, which can lead to patient safety errors and financial issues for a healthcare organization.

By relying on manual processes, there's a great deal at risk:

- 10% of patients are misidentified during medical record searches and 9% of misidentification events analyzed led to harm[1]

- 35% of denied claims may be attributed to misidentification, a share that can cost an average healthcare facility $1.2 million per year[2]

- Patient confidence in, and perception of, safety of identification processes, which – if negative – can lead patients to seek care at competing organizations
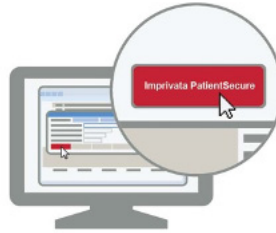
Key benefits

- Improve patient safety and reduce medical errors

- Enhance patient experience and streamline workflows with touchless authentication

- Protect against fraud and eliminate duplicate and overlaid medical records

- Reduce medical claim denials and improve financial outcomes

Customer results

Atrium Health reduced its duplicate medical record rate to 0.01% with Imprivata PatientSecure – 80 times better than the national average – and has identified unconscious trauma patients in emergency rooms, avoided insurance fraud, and speeded patient check-in times by 75%.

With so much at risk, healthcare facilities need an effective patient identification strategy that identifies patients accurately and retrieves their correct medical record, while also ensuring patient data on the back end is accurately matched and up-to-date. It has never been more important for providers to have technology in place that enhances patient experience and safety.

1. Biometric enrollment creates a 1:1 link to MRNs from Epic and/or EMPI

2. Securely and accurately identifies patients at any point of care directly from registration or DAR

3. Retrieves the correct record from Epic without additional clicks

Imprivata PatientSecure

Imprivata PatientSecure is the leading positive patient identification solution that improves patient safety and financial outcomes through biometric identification, improved patient matching, and workflow optimization.

What makes Imprivata PatientSecure stand out

POSITIVE IDENTIFICATION AT REGISTRATION

Imprivata PatientSecure uses biometrics to accurately and securely identify patients with touchless authentication workflows. Imprivata PatientSecure generates a single biometric identifier for every patient, creating a link between individual patients and their unique medical information within Epic. Once enrolled, returning patients simply identify themselves at any location within their health network.

Imprivata PatientSecure can also be integrated with most with Epic Welcome kiosk workflows, which enables patients to identify themselves before checking in for their appointment, verify their medical information and insurance, and more. In addition, Imprivata's ability to leverage FHIR APIs means the enrollment and authentication processes are as smooth as possible for registrars and patients.

POSITIVE IDENTIFICATION AT ANY POINT OF CARE

Once patients are identified at registration, they often need to be re-identified during their healthcare experience. Many workflows require verifying the correct patient is receiving the right procedure, such as medication administration, radiation oncology treatments, and blood transfusions. Further, in the ED or in trauma situations, Imprivata PatientSecure can easily identify patients who are unresponsive or unable to identify themselves. By eliminating possible identification errors and locating the patient's unique medical record consistently, the solution helps improve patient safety by avoiding potential medical errors and ensuring the right care is provided to the correct patient.

TOUCHLESS BIOMETRIC AUTHENTICATION

Palm-vein authentication has always been – and still is – the least intrusive, most accurate, and most comfortable and usable biometric patient authentication modality. But in a world defined by the coronavirus, touching anything can prompt unneeded stress. Imprivata PatientSecure offers guided enrollment on the palm scanner, which is enhanced with an antimicrobial coating and supports touchless identification.

INTEGRATION WITH EPIC

Imprivata PatientSecure is listed in the Epic App Orchard, which gives Imprivata early access to Epic releases and integration testing sandboxes, as well as FHIR APIs only available to members of the App Orchard.

Just a single click away, Imprivata PatientSecure is embedded into Epic EHR workflows, enabling registration staff to enroll and identify patients directly from the registration screens with which they are already familiar. Leveraging FHIR/API-level integrations, this seamless workflow eliminates identification errors caused by manual processes and promotes high adoption and use by registration professionals and other hospital staff. Once enrolled, a patient can present for their visit and, within seconds, their identity can be positively identified without the need to manually check various forms of identification, and their medical record is accessed ensuring the right record for the right patient.

PARTNERSHIP WITH LEADING EMPI VENDORS

Imprivata PatientSecure integrates with leading EMPI vendors, such as Verato, to offer a comprehensive solution that connects patient identification and matching. Together, Verato and Imprivata PatientSecure make proactive identity management fast, efficient, and effective. The combination of biometric patient authentication and proven referential matching ensures that all patient records across and within healthcare organizations are linked to the correct patient identity.

PROVEN ADOPTION PROGRAM FOR SUCCESSFUL CHANGE MANAGEMENT

Technology is only part of ensuring positive patient identification. Driving adoption by staff and patients within the organization is a critical key to success. As the market leader, Imprivata has developed adoption strategies that can be customized for each health system. Our unique adoption methodology includes:

- Customized marketing and training for executives and staff

- Awareness and education materials for patients

- Marketing and enrollment strategies to ensure high patient adoption

- Clinical workflow expertise for workflow improvement

- Reporting and utilization analytics to track adoption

- Customer success managers to ensure ongoing utilization and optimization post deployment

> **We looked at [Imprivata PatientSecure] as a must have. We really felt passionately about it, and not just for the quality reasons, but also for the cost of misidentification and duplicate medical records. If you really want to nail that down, this is the only solution we've found that can do that.**
>
> **John Harris, Chief Financial Officer, Community Hospital Anderson**

Key benefits

IMPROVE PATIENT SAFETY AND REDUCE MEDICAL ERRORS

With Imprivata PatientSecure, patients can be accurately, securely, and safely identified at any point of care, including outpatient, inpatient, and emergency departments where patients can be unresponsive. Imprivata PatientSecure helps improve patient safety by avoiding potential medical errors and ensuring the right care is provided to the right patient.

PROTECT AGAINST FRAUD AND ENHANCE PATIENT PRIVACY AND SATISFACTION

Imprivata PatientSecure uses innovative biometric recognition technology that results in highly accurate patient identification and provides protection against medical identity theft and insurance fraud. The same process streamlines registration, allowing for secure, easy, and accelerated check-in, which enhances patient privacy and satisfaction.

INCREASE REVENUE CAPTURE

By ensuring positive patient identification on the front end, hospitals are better able to capture revenue and reduce denied claims and bad debt that are the result of patient misidentification. Identity theft and insurance card sharing are also prevented, which benefits the hospital and patient.

Market leadership

TRUSTED LEADER IN DIGITAL IDENTITY SOLUTIONS FOR HEALTHCARE

For more than 15 years, Imprivata has helped ensure trusted digital identity management for more than 2,200 healthcare customers, offering solutions for identity and access management of end users, devices, and patients. And with over 18 million patient identities managed, Imprivata PatientSecure is the proven leader in positive patient identification for some of the largest health systems.

1. Wall Street Journal Healthcare Report, Should Every Patient Have a Unique ID Number for All Medical Records?, July 2012. Valenstein, P. N., Raab, S. S. & Walsh, M. K. Identification errors involving clinical laboratories: a College of American Pathologists Q-Probes study of patient and specimen identification errors at 120 institutions. Arch. Pathol. Lab. Med. 130, 1106–1113 (2006).

2. 2016 National Patient Misidentification Report, Ponemon, 2016

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 more information, please contact us at 1 781 674 2700
or visit us online at www.imprivata.com