

Imprivata Managed Privacy Services



Ensuring patient privacy is more important than ever, and Imprivata Digital Identity Intelligence (formerly FairWarning) and Vendor Privileged Access Management (formerly SecureLink) helps to tackle challenges related to protected health information (PHI), including policy compliance, security, and violations. But having a knowledgeable team of professionals to monitor for and investigate potential incidents is critical to the success of your overall privacy program.

Imprivata Managed Privacy Services extends the power and reach of your team to manage your platform and maintain readiness for required audits and forensic investigations. Our teams are experts in compliance, security, and the Digital Identity Intelligence (DII) and Vendor Privileged Access Management (VPAM) platforms who can help you safeguard patient data and build a true culture of compliance.

Proactive value

Our Imprivata team is accountable for maintaining strict ongoing monitoring of your platform, proactively investigating potential violations, and partnering with your privacy teams to deliver faster time to value. Your organization should consider Imprivata Managed Privacy Services if you:

- Face resource limitations, despite federal, state, and local mandates to maintain a patient privacy monitoring program in compliance with regulatory requirements
- Need expert guidance to integrate your monitoring solution and privacy program with complex internal application and end user workflows
- Require a trusted partner to scale and maintain your patient privacy monitoring program, who can deliver unparalleled scale, experience, and service levels

Trusted IT expertise

Our Imprivata team has thousands of hours of expertise managing Imprivata solutions. Their deep healthcare experience includes partnerships that span the most complex mix of business processes, user workflows and technological integrations. Let us put our knowledge and experience to work for you.

Benefits of Imprivata Managed Privacy services

- Add scale and expertise to your privacy program and teams
- Increase your team's efficiency in data-driven identification and countering of policy violations
- Improve your case management processes with expert assistance in case tracking, escalation, and communication management
- Maintain data integrity standards with trained application experts

Focus	Responsibility
Application privacy and security monitoring	Review and analyze daily alerts of EHR data relating to privacy and security monitoring.
Application performance, data integrity, and health check monitoring	Ensure the daily loading of EHR data and supplemental advanced user and patient data files to ensure data integrity within the DII & VPAM platforms. Monitor for optimal performance and efficient use of the DII & VPAM platforms.
High-profile or threat monitoring	Analyze daily alerts unique to high-profile or enhanced threats.
Forensic investigations	Perform analysis of potential privacy or security incidents that may have occurred within patient data source systems. Develop and deliver investigation reports detailing analyzed findings and conclusions relating to potential violations.
Compliance and governance reporting	Develop and deliver governance and analytic reporting quantifying return on investment and effective use of DII & VPAM platforms. Develop and deliver governance and analytic reporting identifying the need for educational or training actions to enhance privacy and compliance with privacy regulations and policies.
Privacy or security incident documentation	Maintain documentation of privacy or security incidents tracking potential incidents across the organization.
Shape Ad-hoc reporting and monitoring requests	Design and adhere to tailored investigation workflows to meet your organization's needs. Execute and analyze ad-hoc reporting and monitoring requests to meet internal monitoring and legal needs across your organization.
Weekly review and support meetings	Conduct and maintain weekly review and support meetings tracking the status of your proactive monitoring program. Provide timely and responsive support on application and program priorities.



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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

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