

Imprivata PatientSecure

The positive patient identification solution

Key benefits

- Improve patient safety
- Reduce duplicate medical records and overlays
- Drive revenue cycle efficiency
- Protect against medical identity theft and insurance fraud
- Enhance patient satisfaction

Customer results

Carolinas Healthcare System reduced its duplicate medical record error rate to 0.11% with Imprivata PatientSecure - 80 times better than the national average of 10%.

Healthcare can only be effective if the right care is provided to the right patient, using the right patient information. However, many healthcare organizations are saddled with cumbersome, manual patient identification processes that rely on picture IDs and demographic information matching. These outdated processes compromise the accuracy of master patient indexes, and result in undesired duplicate medical records and overlays at a staggering 8-12% of total medical records.

A great deal is at risk:

- 7-10% of patients are misidentified during medical record searches and 6% result in an adverse event.¹
- An estimated 2.3 million individuals are impacted by medical identity theft annually, growing 22% per year.²

It has never been more important for providers to have an effective technology solution for positive patient identification.

Imprivata PatientSecure

Imprivata PatientSecure™ is a positive patient identification solution that uses palm vein recognition technology to accurately and securely identify patients and retrieve their digital health records at any location within the health network. Imprivata PatientSecure creates a 1:1 link between a patient's unique biometric information and their individual medical records. The solution is conveniently embedded in the hospital information system's work flow through integration with existing EMR, EMPI, HIS, and ADT systems. Imprivata PatientSecure is proven to help hospitals overcome their patient identification challenges resulting in improved patient safety, revenue cycle efficiency, and patient satisfaction while reducing medical identity theft and insurance fraud.



1. Biometric enrollment creates a 1:1 link to MRNs from multiple clinical systems



2. Securely and accurately identifies patients at any point of care directly from the registration screen



3. Retrieves the correct record from appropriate clinical systems



“The scanners, combined with all-digital medical records, have not only diminished the risk of mixing up patient charts, but the time it takes for patients to check in, the number of duplicate medical records created and fraud involving insurance and charity care.”

“The impact has been lower fraud and abuse. Our duplicate records have plummeted to near zero.”

Tim Tindle
Executive VP and CIO
Harris Health System

How Imprivata PatientSecure works

Imprivata PatientSecure uses palm vein recognition biometrics to accurately and securely identify patients. The biometric scanner uses a harmless near-infrared light wave to capture the vein pattern in a patient's palm. This scan produces a unique biometric template that is a digital representation of the patient's unique vein pattern. During the initial enrolment process, Imprivata PatientSecure automatically associates this unique biometric template with the patient's medical record. Imprivata PatientSecure generates a single biometric identifier for every patient, creating a link between individual patients and their unique medical information, across each of the EMRs and clinical applications that the patient interacts with. Once enrolled, returning patients simply provide their date of birth and scan their palm to identify themselves at any location within their health network, directly from within an EMR, or other registration screen.

What makes Imprivata PatientSecure stand out

Improve patient safety

With Imprivata PatientSecure, patients can be accurately and securely identified at any point of care, including outpatient, inpatient, and emergency departments where patients can be unconscious. By eliminating the 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 right patient.

Protect against medical identity theft and insurance fraud

Manual patient identification processes are increasingly abused by people who seek fraudulent access to care. Imprivata PatientSecure uses innovative palm vein recognition biometrics that results in highly accurate patient identification. By combining powerful biometric technology with a single demographic factor (date of birth), Imprivata PatientSecure offers robust two-factor authentication of patients, providing protection against fraudulent attempts to seek care and costly insurance claim clawbacks.

Drive revenue cycle efficiency

Patient identification errors often result in undesired duplicate medical records and overlays. These issues not only risk patient safety but also are costly and time-consuming to correct, and can cause delayed or denied claims due to the inaccuracy of patient data. Imprivata PatientSecure intercedes at the point of registration, where the hospital revenue cycle starts. By identifying and registering the patient with the correct information, Imprivata PatientSecure can improve the efficiency of the overall claim adjudication process.

Enhance patient satisfaction

Imprivata PatientSecure streamlines the registration process and allows for a secure, easy, and accelerated check in. Patients are no longer required to repeat their personal information every time they check in and the palm vein technology is non-threatening and widely accepted resulting in over a 95% adoption rate. The solution enhances patient satisfaction by reducing the opportunity of medical errors, identity theft threats, and redundant tests.

Imprivata PatientSecure advantage of direct EMR integration

Imprivata PatientSecure is directly integrated with a broad range of hospital information systems, including, ADT, EMR, and EMPI systems. Just a single click away, Imprivata PatientSecure is embedded into leading EMR workflows such as Epic, Cerner, and McKesson, allowing for registration staff to enroll and identify patients directly from the EMR registration screens they are already familiar with. This seamless workflow integration eliminates identification errors caused by manually entering record numbers for patient searches and promotes high adoption and use by registration professionals and other hospital staff.



Just a single click away, Imprivata PatientSecure is embedded into leading EMR workflows.

Imprivata PatientSecure - trusted by millions of patients

Imprivata PatientSecure is the market leader in biometric based positive patient identification solutions. This proven solution has the largest installed base with over 65 healthcare systems comprising more than 350 hospitals and thousands of clinics. With over 7 million patient identities managed, Imprivata PatientSecure is the proven leader in positive patient identification.

“This technology makes you feel like a VIP. You just put your palm on the scanner and you’re done registering at your doctor’s office, no clipboard, no hassle of paperwork to check in, plus, it’s absolutely secure. It’s immediate and instantaneous. Never in my life have I experienced health care like this before. NYU Langone’s 100 percent integrated healthcare system is like a small city that’s all connected.”

A patient at NYU Langone
Medical Center

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. Fifth Annual Study on Medical Identity Theft, Ponemon, 2014



About Imprivata

Imprivata (NYSE: IMPR), the healthcare IT security company, is a leading provider of authentication, access management, secure communications, and patient identification solutions for the healthcare industry. Imprivata products address compliance and security challenges while improving provider productivity and the patient experience.



As an authorized Imprivata PatientSecure reseller, Forward Advantage offers a broad range of deployment options and expertise during every step of the process.

Phone: 1.559.447.1777

Email: sales@forwardadvantage.com

Web: www.forwardadvantage.com

About Forward Advantage

Since 1993, Forward Advantage has provided solid solutions that integrate seamlessly with healthcare information systems. Serving more than 1200 healthcare organizations worldwide, it is in the leading position to provide innovative and cost-effective solutions for healthcare organizations. This includes products and services for report distribution, HIE, data migration, and identity and access management. More information on Forward Advantage and its solutions can be found at www.forwardadvantage.com.