Imprivata PatientSecure

The positive patient identification solution for healthcare

Key benefits

- Reduce medical errors and improve patient safety

- Eliminate duplicate and overlaid medical records and improve data integrity

- Improve financial outcomes and reduce denied medical claims

- Prevent identity theft and insurance card sharing

- Maximize EHR and EMPI investments

Customer results

Carolinas HealthCare System 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%.

Healthcare can only be effective if the correct care is provided to the correct patient, using the right patient information. However, relying on manual identification processes, such as demographic searches and Social Security Numbers, often results in patient misidentification, which can lead to patient safety errors and financial issues for the hospital. Healthcare facilities need to find 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.

A great deal is at risk:

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

- An estimated 2.3 million individuals were impacted by medical identity theft in 2014, and this number is on the rise[2]

- 35% of denied claims may be attributed to misidentification, a share that can cost an average healthcare facility $1.2 million per year[3]

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

Imprivata PatientSecure

Imprivata PatientSecure is the leading positive patient identification solution for healthcare that improves patient safety and financial outcomes through biometric identification, medical record clean-up, improved patient matching, and workflow optimization.

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*

"Since deploying our palm vein biometric identification solution, we have significantly reduced registration errors and lowered our duplicate medical record rate to 0.01 percent; 80 times better than the national average."

- Craig Richardville,
Chief Information Officer, Carolinas
HealthCare System

What makes Imprivata PatientSecure stand out

Positive identification at registration

Imprivata PatientSecure uses biometrics to accurately and securely identify patients. 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 identify themselves at any location within their health network, directly from within an EHR or other registration screen.

Imprivata PatientSecure can also be integrated with most any self-service kiosk workflow, which enables a patient to identify themselves before checking in for their appointment, verifying their medical information, insurance, and more.

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 unconscious 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.

Medical record clean-up and matching

Whether you are migrating to a new system, merging information with another hospital, or undergoing an MPI cleanup, Imprivata can ensure the integrity of your data is accurate through MPI clean up services. Our expert group of HIM and systems professionals enable you to retroactively clean up patient data, duplicates, and overlay medical records, while also improving your patient matching algorithms to improve proactive records matching for the future.

Integration with any application

Imprivata PatientSecure is directly integrated with a broad range of hospital information systems, including ADT, EHR, and EMPI systems. Just a single click away, Imprivata PatientSecure is embedded into leading EHR workflows such as Epic, Cerner, McKesson, MEDITECH, and more, enabling registration staff to enroll and identify patients directly from the registration screens that 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.

Proven adoption program for ensured success

Technology is only part of ensuring positive patient identification. Ensuring and driving adoption of staff and patients within the organization is a critical key to success. As the market leader, Imprivata has customized adoption strategies tailored for each and every health system. Our unique adoption methodology includes:

- Customized marketing, and online/in person 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

- On-site services for implementation and training

- Reporting and utilization analytics to track adoption

- Designated customer success managers to ensure ongoing utilization and optimization post deployment

Trusted leader in healthcare

Imprivata has over 10 years of experience enabling over 1500 healthcare customers to identify patients, access, communicate, and transact patient health information. With over 9 million patient identities managed, Imprivata PatientSecure is the proven leader in positive patient identification, working with some of healthcare's largest health systems.

Key benefits

Improve patient safety and reduce medical errors

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 or non-responsive. 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 able to better 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.

"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

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

3. 2016 National Patient Misidentification Report, Ponemon, 2016

imprivata®

About Imprivata

Imprivata, the healthcare IT security company, enables healthcare globally to access, communicate, and transact patient information, securely and conveniently. The Imprivata platform addresses critical compliance and security challenges while improving productivity and the patient experience.

forward® advantage

Why choose Forward Advantage as your Imprivata PatientSecure reseller and deployment partner?

With more than 25 years of healthcare experience and a deep understanding of clinical workflows, Forward Advantage offers an exceptional customer experience from purchase through implementation and beyond. Our professional services are customizable to meet each customer's unique needs so you and your providers can spend more time on what really matters: improving patient health.

Let Forward Advantage help make your goals a reality. Talk to one of our solution experts today!

559.447.1777
info@forwardadvantage.com

www.forwardadvantage.com
7255 N. First Street, Suite 106, Fresno, CA 93720

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