

Imprivata PatientSecure

The positive patient identification solution for healthcare

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%.

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, such as demographic searches and Social Security Numbers, 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 harm¹
- 35% of denied claims may be attributed to misidentification, a share that can cost an average healthcare facility \$1.2 million per year²
- Patient confidence in, and perception of, safety of identification processes, which – if negative – can lead patients to seek care at competing organizations

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 an effective strategy for positive patient identification, and technology in place that enhances patient experience and safety.



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*

“With Imprivata PatientSecure, we’ve reduced our duplicate rate and reduced medical identity fraud, which has cut costs, all while improving patient outcomes. And of course, we’ve increased patient safety.”

– Travis McKee, Senior Application Systems Analyst, University of Utah Health

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, across each of the EHRs 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 self-service kiosk workflows, which enable a patient to identify themselves before checking in for their appointment, verifying their medical information, 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 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.

“The benefits of being able to identify an unresponsive patient in the ER are immeasurable. If patients are unable to communicate with clinicians, we’re unable to identify them and understand what treatment options are the best and most safe. With Imprivata PatientSecure, we simply place a patient’s palm on the scanner and, if they have been enrolled in the system, they can be immediately identified, saving time and lives. ”

– Tara Slone, IT Product Manager, Sentara Healthcare

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 anti-viral and anti-bacterial coating and supports touchless identification.

Partnership with leading EMPI vendors

Imprivata PatientSecure integrates with leading EMPI vendors, like 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.

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, Allscripts, MEDITECH, and more, enabling registration staff to enroll and identify patients directly from the registration screens with which they are already familiar. 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 successful change management

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 developed adoption strategies that can be customized for each 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
- Reporting and utilization analytics to track adoption
- Customer success managers to ensure ongoing utilization and optimization post deployment

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 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.

“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



About Imprivata

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.

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, proven in some of healthcare's 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



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!



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