

rf **IDEAS** |  **imprivata**<sup>®</sup>

# A Partnership for Healthcare Security

IMPRIVATA CASE STUDY

## **Together, rf IDEAS and Imprivata Help Hospitals Authenticate Staff for Improved Care and Security**

Imprivata is a Cybersecurity 500 software company known around the world for ensuring healthcare security and compliance while improving productivity and the patient experience. rf IDEAS provides the world's most trusted contactless credential readers to support single sign-on, secure print, attendance tracking and other secure applications in healthcare, manufacturing, government and enterprise.

These two security pioneers have joined forces in a partnership to improve healthcare security while simplifying access to the systems and data that users need throughout the day. Quick, reliable authentication frees caregivers to devote full attention to their patients' needs.

# CHALLENGE

To safeguard computer resources and protected health information without impeding authorized caregivers or compromising their focus on their patients



Users need secure access to computer resources, healthcare applications and patient records throughout the healthcare environment. Perhaps more than in any other industry, healthcare IT professionals are challenged with the need to authenticate users while optimizing both security and accessibility.

## SECURITY

Digital healthcare records contain a profusion of medical information that enables smarter decision making, improved diagnostics and better patient outcomes. They also contain demographic data, social security numbers and financial records. Patient privacy laws, such as the United States' Health Insurance Portability and Accountability Act (HIPAA) and the European Union's General Data Protection Regulation (GDPR), require strict security measures to protect patients and their data.

## ACCESSIBILITY

To protect sensitive data, IT professionals have historically required users to type their username and password each time they access a desktop, laptop, tablet or mobile computer, as well as individual clinical or administrative applications. On average, care providers log in to workstations and multiple applications 70 times each day and must manage a vast array of passwords or PINs. In addition, security best practices require that staff use a unique and complex password and change it frequently, which often leads to delays and reduced productivity.

Forgotten passwords cause further delays while adding password-resolution duties to the IT staffs workload. This unwieldy approach frustrates providers, introduces unnecessary errors, obstructs patient care and leaves systems vulnerable to cyber attacks by nefarious intruders. Still, healthcare organizations tolerate all these problems because they absolutely must verify user identities and protect shared data.

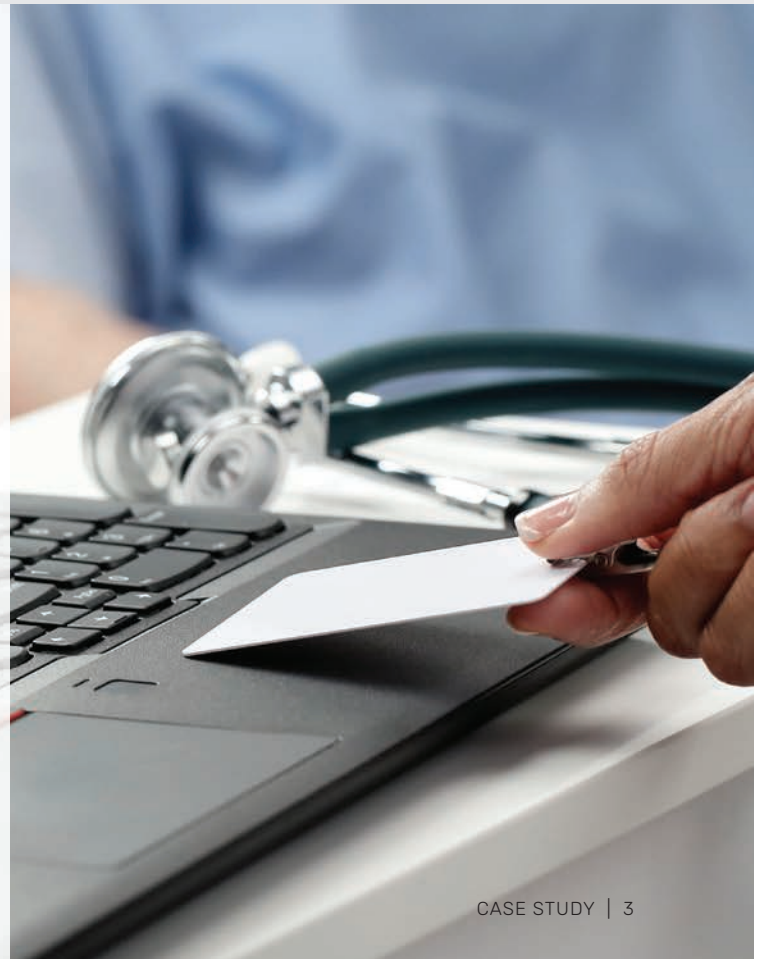
# SOLUTION

## Imprivata OneSign® Single Sign-On software and rf IDEAS® readers



Single sign-on or SSO technology solves identity management and user authentication challenges not addressed by login-password approaches. Imprivata OneSign SSO software and rf IDEAS card readers work together to secure protected health information and prevent credential sharing among users. Hospitals can make use of RFID-enabled employee badges and/or tags, already being used for door access, to securely authenticate and identify staff members throughout their facilities and to guarantee a higher level of secure access to applications and systems.

Imprivata OneSign employs a “tap-and-go” approach to authenticate and authorize access. Clinicians initiate the login process by tapping their RFID-enabled badge or smart card on a WAVE ID® card reader from rf IDEAS. Information is read from the user’s credential and cross-referenced with the employee database. Once verified, users are immediately logged in to their computer and automatically redirected to their last active application without ever typing a single username or password. The process is nearly instantaneous.





For workflows that involve rotating among multiple locations within a facility, Imprivata OneSign eliminates the need for users to type in cumbersome passwords to open new screens or applications. Users can access critical patient information and carry out their duties wherever they are located. The same solution works the same way on any floor within a facility, at a home office, in a shared workspace, and even at remote locations around the globe.

Imprivata's OneSign solution, with WAVE ID card readers from rf IDEAS, complies with all patient privacy requirements and enables efficient auditing and reporting of workstation and application access. The SSO solution gives hospitals a new level of visibility into staff activities. Healthcare organizations can establish an electronic footprint for each staff member and document their movements accurately – an essential requirement for assessing staffing needs in real time, complying with HIPAA regulations and addressing liability claims.



“Imprivata and rf IDEAS are strategically aligned from a roadmap perspective, and time-to-market for new technology is quick and painless. rf IDEAS provides high-quality products at competitive rates and is a key partner in delivering value to our customers.”



Timothy Weineck,  
Senior Manager of Global Operations,  
Imprivata

Imprivata also employs WAVE ID Mobile Bluetooth Low Energy readers from rf IDEAS for dual-factor authentication – essential for all e-prescribe applications. With Bluetooth, hospitals can instantly authenticate users through their mobile devices, providing a convenient alternative to physical credentials.

# RESULTS

More reliable access security, increased efficiency, less time lost, greater user satisfaction

The Imprivata and rf IDEAS partnership delivers solutions that dramatically reduce the time needed to sign on to all points of access. Hospitals are seeing impressive time savings and productivity improvements for their clinical staff.

Imprivata OneSign is giving clinicians secure and convenient access to patient data wherever and whenever they need it, while driving significant business successes. These are just a few highlights.

- Aspirus, based in Wausau, Wisconsin, realized \$425,000 in time savings in a single year and eliminated the need to build separate login interactions for over 300 applications.
- CHRISTUS Health, serving communities in Arkansas, New Mexico, Mexico, Chile and Colombia, saved 26,301 clinical hours and projects \$2.3 million in savings per year.
- Memorial Healthcare, located in Owosso, Michigan, enabled clinicians to work more effectively, without the password headaches and repeated logins of the past, and with a desktop that follows them through the day.
- Moffitt Cancer Center in Tampa, Florida, has reduced login times to three seconds or less.

Today's healthcare organizations need solutions that speed access to computer resources, applications and patient data, eliminate password management headaches, support authentication for greater security, and enable compliance with data privacy and protection regulations. A growing number of forward-thinking healthcare organizations around the world are turning to Imprivata for its integrated OneSign solution featuring the portfolio of WAVE ID credential readers from rf IDEAS.

“rf IDEAS has demonstrated itself to be a reliable and complementary supplier. It takes more than simply having the technology and products to be a successful OEM technology provider. They have the expertise in helping integrate and implement technology solutions, allowing us to position Imprivata as the leader in healthcare IT security. The quick turn-around time from conversation to proof of concept through production and delivery is outstanding.”

Timothy Weineck,  
Senior Manager of Global Operations,  
Imprivata

In partnership with rf IDEAS, Imprivata is further advancing its mission to establish trust between people, technology and information, addressing critical compliance and security challenges while improving productivity and the patient experience.

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