

**WHITEPAPER**

# **How Imprivata improves clinical workflow efficiency and increases security across the entire Epic ecosystem**

Every day, millions of care providers around the world rely on Imprivata to make Epic easier to use. In fact, more than 250 health systems trust Imprivata to provide fast, secure access to Epic for their clinicians through a unique No Click Access experience that eliminates the need to repeatedly type usernames and passwords to access patient records. This allows clinicians to remain focused on patient care without the distraction of having to manually log into and out of Epic as they move throughout the hospital.

But simplified access to Epic desktop applications is just one of the many deep integrations Imprivata offers across Epic's full complement of software and workflows.

This paper provides a summary of these integrations and the value that Imprivata can deliver to your clinicians and your organization to help you optimize your investment in Epic.

## **KEY BENEFITS**

- Secure access to workstations, mobile devices, and applications
- Fast, convenient authentication for clinical workflows in 60+ contexts
- Positive patient identification at registration, self-service kiosks, and point of care
- Day one access for all users through deep user provisioning at the EMP- and SER-levels
- Streamline Epic-specific workflows, enabled with Epic Canto, Epic Haiku, Epic Specialty Narrator, Epic Rover, and more

SSO fast user switching and 2FA with the version agnostic connector for  
**Epic Hyperspace**

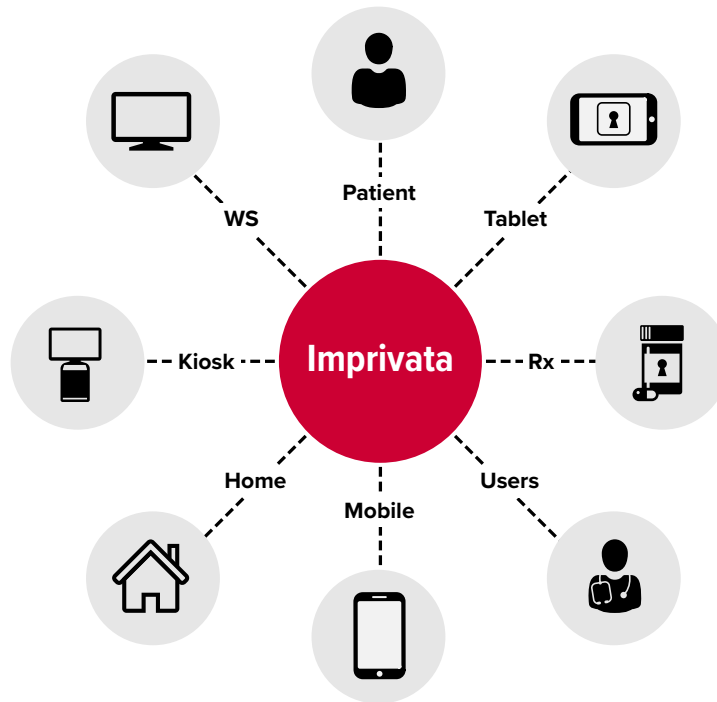
Secure fast access to  
**Epic Rover**  
including Enterprise Autofill

SSO Patient mode for  
**Epic MyChart**  
sign up

GroundControl to include  
**MyChart Bedside**  
App on patient devices

Biometric patient ID for  
**Epic Welcome**  
&  
New patient creation for  
**Epic ASAP**

Mobile EPCS for  
**Epic Haiku & Canto**



Connector for  
**Epic Warp Drive**  
for Community Connect

Integrated badge scanning for  
**Epic Specialty Narrator**  
workflow

Clinical workflow support  
ex. fast med verification in  
**Epic Willow Ambulatory  
& ClinDoc**

Transparent desktop lock for  
**Epic ASAP**  
patient track board

Automated  
**Epic User Provisioning**  
at the EMP and SER level

The Imprivata platform for Epic

## Fast, secure access to patient information

Cumbersome login and access requirements interrupt clinicians' workflows and negatively impact direct patient care. Regardless of how Epic is configured, clinicians frequently need to log in and authenticate to securely access and interact with patient data, both inside and outside of the hospital. Frequent authentication with username and password wastes clinicians' valuable time, prevents leveraging the clinical efficiencies of native Epic workflows, and loses valuable opportunities to interact with patients.

Imprivata saves clinicians up to 45 minutes per shift by giving them convenient and secure access to patient data across all native Epic workflows, with No Click Access to applications and virtual desktops, fast user switching on shared workstations, and multifactor authentication for remote network access.

“It's hard to overstate the importance of Imprivata OneSign in a clinical environment. If you took away that piece, it would really interfere with our organizational vision for efficiency and optimization. The Zebra devices with Imprivata Mobile Device Access was a natural next step.”

Joe Farr  
RN and Clinical Applications Coordinator  
King's Daughters Medical Center

## Secure, automated role-based access

Many organizations rely on manual processes to configure Epic users and manage their access rights – a time-consuming and error-prone approach that can drag out provider onboarding and introduce privilege creep, orphaned accounts, and other security vulnerabilities. Imprivata helps healthcare organizations accelerate IT productivity, strengthen security, and reduce operations expense and complexity through automation. Designed and built exclusively for healthcare, the Imprivata solution provides end-to-end, role-based access controls, automatically provisioning users (EMP) and providers (SER) for day one access, modifying their access throughout their tenure, and ensuring they are deprovisioned from all access when they leave.

## Electronic prescribing of controlled substances in Haiku and Canto mobile apps

Imprivata uniquely supports electronic prescriptions for controlled substances (EPCS) in Epic's Haiku and Canto, allowing providers to conveniently place EPCS orders from their mobile devices.

This extends leading EPCS capabilities for desktop workflows, already offered with Imprivata, which delivers complete DEA compliance and fast, convenient workflows. Imprivata delivers automated identity proofing, support for Epic's EPCS approval process, and comprehensive audit recordkeeping to meet DEA requirements for EPCS. Imprivata also delivers the most convenient two-factor authentication workflow for providers, including innovative options such as Hands Free Authentication, biometrics, and phone-based authentication. The result is fast, seamless, and fully compliant EPCS, wherever providers need it.

**“ Imprivata Confirm ID for EPCS ticked all the boxes of the requirements that have allowed us to, in a compliant manner, enable EPCS for our clinicians. ”**

**Dr. Robert Lackey**  
**Associate CMIO**  
**WellSpan**

## Easy, badge-tap user authentication for 60+ signing contexts

In addition to EPCS, Imprivata enables fast, secure authentication for more than 50 other signing contexts within Epic by replacing manual entry of passwords with more convenient authentication methods (for example, badge tap). This gives providers a consistent, seamless authentication workflow while creating an audit trail. Supported workflows include anesthesia attestation, medication administration, break-the-glass, and many others.

## Automated documentation during trauma, code, and sedation events using Epic Specialty Narrator

Imprivata integrates with Epic Specialty Narrator to simplify and automate documentation of care team arrivals and departures during trauma, code, and sedation events. Rather than relying on pen and paper or a scribe at the workstation, Imprivata enables easy capture with a badge tap, automatically logging arrivals and departures in the narrator. This is a passive authentication allowing for the workstation user to continue documentation uninterrupted, ensuring the focus remains on the task at hand.

**“ Working with Epic and Imprivata has really changed the ability for us to quickly access the record with single sign-on. That’s a huge improvement in our workflow, and it actually demonstrates to the patient that we have a secure tool in place. Even better, it helps us meet our DEA requirements. ”**

**Dr. Chris Snyder**  
Chief Medical Information Officer  
Peninsula Regional Medical Center

## Secure shared-devices for clinical use and patient engagement

Imprivata mobile solutions provide full lifecycle solutions to help organizations optimize the use of their Epic Rover investments. Whether for iOS or Android, Imprivata provides fast, secure access to mobile applications, like Epic Rover, in shared-use environments. With Imprivata, organizations can simplify secure access workflows by removing the need to manually type credentials into mobile applications, saving time and frustration for clinicians and improving adoption across the organization.

Additionally, for iOS devices, Imprivata allows organizations to support Epic MyChart Bedside patient engagement initiatives by simplifying the management of patient-used iPads. And with device provisioning, HDOs can create automated workflows to support the fast, simple reprovisioning of devices between patients to protect privacy and simplify device management. Simply plug the devices in to an Imprivata LaunchPad docking station and the devices will be digitally-wiped, reprovisioned, and ready to go – all while they charge.

## Patient privacy monitoring

Imprivata delivers full lifecycle privacy monitoring, specifically tailored to support the unique requirements of an Epic environment. With Imprivata, organizations have access to a 360-degree privacy view, with ad-hoc and out-of-the-box reporting on access to Epic and other applications.

Equipped with artificial intelligence, machine learning, and behavioral analytics capabilities, the Imprivata solution enables you to protect patient privacy and deliver actionable insights required for investigating, documenting, and reporting privacy breaches. And an automated approach allows you to manage day-to-day operations and compliance concerns efficiently and effectively.

## Efficient medication management technology

Imprivata assists customers with detecting and remediating drug diversion by using behavioral analytics in conjunction with artificial intelligence modeling from Epic, as well as HR data, by monitoring dispensing systems (i.e. Pyxis, Omnicell). With Imprivata, you can identify, investigate, track to its source, and mitigate drug diversion to keep your organization, patients, and community safe. Drug diversion intelligence enables you to monitor and remediate use cases such as: targeted diversion monitoring, compromised security monitoring, anomalous behavior detection, and unusual waste documentation.

## Integration with Community Connect

Healthcare organizations that want to unlock the full potential of their EHR turn to Imprivata for Community Connect. It is the trusted solution in healthcare that enables providers to harness the benefits of Epic Community Connect, improve data privacy and security across their entire facility, and streamline clinical workflows. When healthcare organizations complement their Epic Community Connect investment with Imprivata, providers reclaim efficiency, patients enjoy better care delivery, and both the health systems and the patient's security is protected.

**“ Imprivata FairWarning lets us monitor and analyze EHR access at scale. The solution filters out the noise and helps us focus our investigations. ”**

**Alex Maceira**  
Senior Compliance Specialist  
Tampa General Hospital

**“ Tracking access to our integrated Epic EHR by employed and affiliated physicians, as well as outside case reviewers and third parties, was essential, and we knew it would require more than just looking at logs for true cross-system transparency. ”**

**Richard Leon**  
Chief Information Security Officer  
Memorial Healthcare System

## Positive patient identification

Accessible with a single click, positive patient identification, offered by Imprivata, is embedded into Epic EHR workflows, enabling registration staff to enroll and identify patients directly from the registration screens with which they are already familiar.

Leveraging FHIR/API-level integrations, this seamless workflow eliminates identification errors caused by manual processes and promotes high adoption and use by registration professionals and other hospital staff. Once enrolled, a patient can present for their visit and, within seconds, their identity can be positively identified without the need to manually check various forms of identification, and their medical record is accessed ensuring the right record for the right patient.

**“ 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 experience with Epic health systems

Imprivata optimizes new and existing Epic deployments by leveraging deep clinical and technical experience gained from deploying and supporting Imprivata solutions at over one third of all Epic health systems worldwide.

Imprivata is an engaged member of the Epic App Orchard Developer Program, and our participation helps us keep pace with Epic software releases, optimize product quality, and improve customer support. It also helps our customers accelerate time-to-value and make the most of their Epic investments.

Some of the Epic App Orchard Developer Program benefits we leverage include:

- Advance access to quarterly Epic releases
- Visibility into hundreds of Epic APIs, both public and private
- Access to integration testing sandboxes
- Special Epic product training
- Participation in Epic developer conferences
- Direct access to Epic’s Sherlock ticketing system

These exclusive benefits help us accelerate software delivery and improve customer satisfaction.





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.

For more information, please contact us at 1 781 674 2700  
or visit us online at [www.imprivata.com](http://www.imprivata.com)

Copyright © 2021 Imprivata, Inc. All rights reserved. Imprivata, OneSign, Confirm ID, and PatientSecure are registered trademarks of Imprivata, Inc. in the U.S. and other countries. All other trademarks are the property of their respective owners.