

Secure and streamlined ePHI access that maintains patient privacy

Solving HIPAA and HITECH privacy challenges while adding convenience and efficiency



Benefits

- Improves efficiency with single sign-on and fast user switching
- Simplifies deployment with a centralized authentication framework
- Streamlines HIPAA and HITECH audits

Growing challenges to quick ePHI access

Whether at a doctor's office, laboratory, or hospital, one of the most important components of the doctor-patient relationship is trust. Patients not only expect the best care but also expect their providers to carefully protect their private information. At the same time, clinicians must focus on providing care, rather than grappling with cumbersome interfaces or security procedures that prevent them from getting patient information. Clinicians need to move from station to station and continue their work with the tap of a device, regardless of how many applications and data stores are involved.

Meanwhile, healthcare organizations are experiencing record-high operating costs. Any task that can be done more efficiently results in more cost-effective healthcare and improves productivity, leading to improved patient outcomes.

Increasingly, the US Department of Health and Human Services (HHS) is backing up its Health Insurance Portability and Accountability Act (HIPAA) with concrete mandates about privacy. As HHS continues to phase in stricter Health Information Technology for Economic and Clinical Health (HITECH) rules, the requirements of secure and verified access threaten to limit clinicians' ability

“[OpenText] Advanced Authentication was the most mature solution available at that time. With some support from [OpenText], we implemented the solution ourselves, and were confident that management and administration would be easier and more cost-effective than with our previous tool.”

Jerry van Rekom IT
Manager, Carante Groep

[Read the case study ›](#)

to quickly access records essential for care. Without new solutions, HITECH provisions threaten the healthcare provider's ability to efficiently access and update electronic protected health information (ePHI), potentially resulting in lost productivity and delays in access. HITECH provisions can also hamper the sharing of patient and billing information with partnered agencies, further preventing healthcare providers from providing the best patient outcomes.

New HIPAA and HITECH rules have made some key changes to ePHI access:

- Proxy logins and shared accounts are no longer allowed. Staff members cannot access systems on behalf of doctors.
- New password policies create new complexities in access; different patient and healthcare systems often have different policies.
- Too many failed attempts can result in clinician lockouts to one or more systems.

Secure access can be fast and convenient

OpenText™ SecureLogin provides a single sign-on (SSO) experience by automatically authenticating to all applications and ePHI records with a single login. Used with OpenText Advanced Authentication, OpenText SecureLogin goes one step further. It delivers an SSO experience with just one gesture. Clinicians and healthcare professionals can quickly access patient information with a single gesture using a proximity card, ID badge, or biometric interface. OpenText Advanced Authentication for SecureLogin works with all kinds of devices from different appliance vendors.

This means organizations can set up OpenText Advanced Authentication on ID cards they already have, brand-new biometric devices, or a mix of devices resulting from an acquisition.

For healthcare workers, a single tap or swipe provides access to patient information, letting them remain focused on their work. In other words, HITECH provisions don't have to result in cumbersome steps for information access.

Fast user switching for fast-paced environments

Doctors have only minutes to spend with each patient. Any step that poses an obstacle to accessing electronic medical records (EMRs) isn't viable. With OpenText Advanced Authentication for SecureLogin, healthcare workers do not need to manually reauthenticate each time they move to a new workstation. Instead, clinicians can tap a card and access patient information that can span across multiple systems. When clinicians need to rush to another patient, they can log out with a single gesture too. If an emergency pulls them away, OpenText SecureLogin logs them out of the shared station, keeping ePHI secure.

Single sign-on for applications of all kinds

Some healthcare organizations are extending their applications to portable devices such as tablets. The organizations deliver virtualized applications and work environments to these devices. Unfortunately, a mix of applications often means a mix of hard-to-remember passwords.

OpenText SecureLogin allows access to all applications and work environments with a single login. For healthcare users that move back and forth between devices, SecureLogin ensures quick login or logout, allowing access to that same virtual work environment.

Central point of access and audit

HITECH continues to evolve, with concrete laws concerning ePHI access, breach reporting mandates, active audits and potentially hefty fines. Having a centralized authentication framework simplifies deployment and is conducive to HIPAA and HITECH audits.

HIPAA regulations require that healthcare providers perform a periodic HIPAA risk analysis evaluating their patient privacy policies and procedures and verifying that safeguards are sufficient. Complex solutions make it time consuming and expensive to conduct these audits. OpenText identity and access management solutions ensure consistency across a healthcare provider's environment to simplify auditing. The advanced authentication framework for OpenText SecureLogin provides a central point of administration for authentication policies as well as the audit of those policies.

OpenText Advanced Authentication and SecureLogin work together to improve access

Combining the speed of advanced authentication with a single sign-on experience to applications and resources, OpenText Advanced Authentication for SecureLogin helps clinicians spend more quality time improving patient care. It increases efficiency while complying with HITECH provisions, keeping clinicians happy and both patients and healthcare organizations healthy.

To learn more about OpenText Advanced Authentication for SecureLogin, visit our [website](#), or call your local representative or partner.