imprivata®

Fade to Lock for effective walk-away security

Solving the Unattended Workstation Problem

Benefits

- Avoids costly and damaging charting errors
- Improves workstation security
- Protects patients' privacy
- Improves care providers' productivity

Improve walk-away security without impacting care giver productivity

As regulatory requirements continue to grow, hospital IT teams must find ways to help care providers meet their compliance responsibilities without impacting their productivity.

Imprivata's Fade to Lock technology does exactly that. It gives care providers a smarter and more efficient way to handle security and privacy for a common and particularly challenging reality in their workflows – the unattended workstation.

The growing need

Interruptions are part of the job for most healthcare providers. But when clinicians need to step away, they might not log off properly from their EMR applications or their desktops. These situations result in unattended workstations which present a range of privacy and security risks. Among them:

- Care providers inadvertently charting under the wrong ID
- Patients' safety and privacy put in jeopardy
- Hospitals exposed to risk of HIPAA violations and other regulatory infractions

The traditional approach for securing unattended workstations is a time-out and automatic screen lock. But time-outs are inflexible. Settings that are too short disrupt clinical workflows. Too long and they fail to provide the needed security and privacy.

Given the seriousness of the risks and the productivity problems caused by time-outs, it's time for a new approach to walk-away security. Fade to Lock provides a new and innovative way for hospital IT teams to meet their walk-away security challenges.

By gradually fading the screen after a period of inactivity, Fade to Lock provides a warning to care providers that their workstation will be locking shortly.

The optimal balance of access and security

Fade to Lock is a feature of Imprivata OneSign® Single Sign-On. It utilizes intelligent time-out settings that can vary based on whether the care provider is using, or has logged out of the EMR. By gradually fading the screen after a period of inactivity, Fade to Lock provides a warning to care providers that their workstation will be locking shortly. A keyboard click or nudge of the mouse reopens the screen to full view, enabling care providers to avoid repetitive and time-consuming log-ins while remaining in their patient workflows. Prominent display of the logged-in user's name on the Fade to Lock privacy screen helps care providers avoid charting under the wrong ID.

Fade to Lock benefits

Avoids costly and damaging charting errors: In addition to obscuring the open session behind it, the Fade to Lock privacy screen prominently displays the name of the currently logged-in user. When another provider arrives at that shared workstation, he or she sees only the other user's name and knows immediately that they need to log-in properly.

Improves workstation security: The Fade to Lock privacy screen obscures a workstation's display to prevent inappropriate exposure of Protected Health Information (PHI). This is an especially valuable feature for shared workstations located in publicly accessible areas.

Protects patients' privacy: With steep financial penalties and reputational damage resulting from HIPAA violations and data breaches, hospitals are challenged to secure PHI while enabling fast access for those that need it. Fade to Lock is designed specifically to protect PHI without impacting clinical workflows.

Improves care givers' productivity: By gradually obscuring screens rather than abruptly locking them down, Fade to Lock passively warns the clinician that their session will soon time-out. With a nudge of the mouse, the clinician can reopen the view of their session. The fading screen helps care providers avoid wasting time and getting frustrated with excessive log-ins.

Fade to Lock technology – A closer look

By utilizing the Imprivata OneSign Single Sign-On technology, Fade to Lock recognizes when a provider is using the EMR or other clinical applications. As patient interactions will create periods of inactivity with the EMR even though the provider is still present, a longer time-out can be set. The gradual fade to the privacy screen gives the provider plenty of warning without obstructing access to information and can be easily cleared with a key press or nudge of the mouse. If the fade goes uninterrupted, the screen will become completely obscured by the Fade to Lock privacy screen. This protects PHI on the workstation from accidental viewing, displays the name of the user that is logged in to prevent accidental access, and can still be cleared by the mouse or keyboard. After a period of time, the workstation will lock, requiring re-authentication. When the provider logs out of the EMR, a much shorter time-out can be set for both the privacy screen and the final locking of the workstation should the provider have forgotten to log out of the workstation. All time-out settings are policy controlled through the Imprivata OneSign Administration console and set by workstation or group. Fade to Lock requires no extra hardware and fully supports both physical and virtual desktop environments

Conclusion

For care providers to stay productive while meeting increasing compliance requirements, they need fast and easy access to information. But patients' PHI needs to be safeguarded effectively. For hospital IT teams, balancing the opposing needs for information access and security is an ongoing challenge, especially with walk-away situations.

The Fade to Lock functionality, and the broader Imprivata OneSign Single Sign-On solution protect hospitals, providers and patients' privacy by providing the optimal balance of information access and security.

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About Imprivata

Imprivata, the healthcare IT security company, enables healthcare securely by establishing trust between people, technology, and information to address critical compliance and security challenges while improving productivity and the patient experience.

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