

# ORA Orthopedics



## Midwest Region, US

### **EFFICIENT AND ACCURATE ACCESS TO HEALTH RECORDS**

ORA Orthopedics is the largest orthopedic care practice in the Quad Cities region, and one of the largest in the Midwest United States. ORA provides a spectrum of orthopedic care, including sports medicine, physical therapy, spine, pediatrics, pain management, trauma and associated diagnostic imaging. With a 50-year operating history, ORA has grown to 27 physicians, 12 physician assistants and over 250 employees working in seven clinic locations, including hubs and urgent care facilities.

#### **THE CHALLENGE: REDUCING IT CALLS**

ORA's original authentication security challenges were threefold:

1. Point-of-care kiosks and terminals at ORA running EHR and PACS applications were frequently accessed by administrative and provider staff via shared password credentials. These credential-sharing practices undermined the reliability of IT security audit reporting. Risk exposure to compliance issues were also a concern.
2. The difficulty of complex passwords resulted in clinicians placing urgent calls or opening support tickets with the IT help desk. Urgent IT support calls could often take several minutes to resolve, while acute patient care issues were pending treatment and resolution.
3. Finally, prescription medication distribution was also at risk as a result of shared credential usage. While no issues occurred, the potential was there for the incorrect provider or clinician's name to appear on the medication.

#### **THE SOLUTION: CONVENIENT, INTEGRATED SECURITY**

ORA Orthopedics first implemented DigitalPersona fingerprint readers and SDK's to authenticate employees on 155 workstations running EHR and PACS applications. Over the subsequent four years, they've ramped up to 420 workstations running SRS Health software for EHR and Medstrat software for PACS. These workstation kiosks are secured by DigitalPersona multifactor authentication software in combination with the DigitalPersona 4500 fingerprint reader series.

#### **NEEDS**

- Secure patient data.
- Eliminate forgotten password issues.
- Dispense medication correctly every time.

#### **HID® PRODUCTS**

- DigitalPersona® authentication solution
- DigitalPersona® 4500 Fingerprint Readers

*“Our providers are pleased with the convenience and ease of adoption in transitioning to a composite authentication solution.”*

Mark Kubiak  
IT Manager  
ORA Orthopedics

**THE RESULTS: SECURE, EFFICIENT ACCESS**

The solution has served the practice’s authentication security needs seamlessly, with clear efficiency and financial benefit. Mark Kubiak, IT Manager, ORA Orthopedics, has led the expansion business case for the DigitalPersona footprint (including fingerprint) footprint across the practice’s multiple locations: “Our employees couldn’t be happier with the convenience and security of biometric authentication.” He notes a high satisfaction rate, particularly among clinical staff who enjoy the convenience and security of a biometric factor that augments security, replaces memorization of a password string, and prevents prescription errors. The implementation of the DigitalPersona solution has also provided financial benefits. While the annual savings from password resets alone average tens of thousands of dollars, the security of the system also provides a safeguard against potential breaches and those associated costs in the future.

**BENEFITS**

**Data Protection**

Secure access to clinical applications and patient data.

**Identity Verification**

Prevent use of shared credentials

**Compliance**

Eliminate risk of potential medication errors



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