

# Nemours Children's Health System prioritizes patient experience and physician convenience with HID Global EPCS Solution




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*“We are seeing extremely rapid adoption rates for our new e-prescribing system, and overwhelmingly positive feedback since its roll-out,”*

— **Dr. David West**  
 Medical Director,  
 Nemours Health  
 Informatics,  
 physician champion  
 for the EPCS project

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## CHALLENGE:

### **Families and physicians face unnecessary struggle in procuring medicine for sick children**

Committed to improving the health of children for over 70 years, Nemours Children's Health System is one of the nation's largest integrated health systems. Despite the fact that Nemours regularly employs cutting-edge systems, its existing paper-based prescribing solution was extremely inconvenient for physicians and patients alike, unnecessarily increasing pharmacy wait times. The manual system prevented physicians from issuing prescriptions during Telemedicine sessions — an otherwise efficient and real-time means for care delivery. Finally, the burden of expensive paper and secure record storage, as well as the time required to conduct manual investigations when necessary, made the system wholly unattractive to staff and patients.

The outdated system was particularly challenging for children whose families had to travel long distances to pick up prescriptions, whether for a follow-up exam or for medication that they would ultimately be picking up back at home. The hospital wanted to replace this paper-based prescription system with a convenient, Drug Enforcement Agency (DEA)-compliant and government-certified solution so that physicians could send prescriptions at any time, from any place, and families with sick children could avoid unnecessary travel.

### **The new solution needed to be:**

- Able to integrate with Nemours' Epic Electronic Health Records (EHR) system
- Simple to use, providing options for the prescribing physicians who often travel and work at different locations or conduct telemedicine sessions
- Cost effective and easy to support from an IT perspective

## SOLUTION:

### **Compliance and convenience in a single, certified solution that allows physicians to prescribe easily, from anywhere**

Nemours selected an integrated, DEA-compliant and government-certified solution from HID Global that allows them to attach a digital certificate of identity authentication to a FIPS 140.2-certified credential, using IdenTrust

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*“Based on this high level of success so early in its deployment, we are now also exploring how to leverage the HID Global EPCS architecture for other valuable capabilities, such as authenticating to VPNs and enabling remote access using credentials, key fobs, mobile smartphones, and other smart devices and one-time password tokens.”*

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as the Certificate Authority for each authorized prescriber. The HID Global credentials also include one-time password (OTP) functionality that allows Electronic Prescriptions for Controlled Substances (EPCS) authentication without the need for a desktop reader. With HID’s new system able to integrate with Epic EHR, either the digital certificate or the OTP (with PIN) can be accepted within the EPCS module for two-factor authentication. This provides the prescribing physician with the option of choosing the authentication mode that best fits the workflow in a given scenario.

#### OUTCOME:

#### **Increased productivity and patient satisfaction, lowered risk**

By implementing a new EPCS system, Nemours has increased overall productivity and improved the patient experience — all while staying in full regulatory compliance. The solution has eliminated the need to obtain a paper-based prescription and reduced pharmacy wait times. Physicians no longer have to find, sign and mail prescriptions. Instead, they can take care of everything electronically from inside the exam room, as part of an easy-to-use system that has improved the prescribing experience for doctors and patients alike.

Dozens of doctors are using the new EPCS process, which also makes it possible to digitally monitor and track prescriptions as well as eliminate paper and storage costs. They can prescribe from any location and easily send prescriptions after hours and on weekends. Patients spend less time waiting at the pharmacy for new prescriptions and refills now that their prescriptions can be sent for fulfillment prior to their arrival. Meanwhile, both physicians and their patients have newfound confidence that prescriptions are going directly to the pharmacy — without risk of theft or loss. Most importantly, patient needs have been met in a manner that improves the whole prescribing process for all stakeholders at Nemours, while safeguarding patient information and ensuring compliance.

#### FOR MORE INFORMATION

#### **about HID Global’s OMNIKEY® Credential Reader**

- please visit our website [here](#),
- review our OMNIKEY product selector guide [here](#)

Learn and hear more about Nemours Children’s Health System with HID Global EPCS Solution in this [video](#).

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