

The Nord Center



The Nord Center

Comprehensive Behavioral Healthcare

Loraine County Ohio

EFFICIENT AND ACCURATE ACCESS TO HEALTH RECORDS

The Nord Center operates a 24/7 hotline for rape, suicide, mental health and other crisis situations, answering over 18,000 calls each year. Quick access to health records can make the difference in whether a situation escalates or not. The hotline staff was struggling with too many passwords to remember and manage securely in their fastpaced, crisis environment. They deployed the DigitalPersona solution with fingerprint biometrics to provide fast, secure access to patient data. They also integrated biometric identity verification in addition to digital signature authentication to assist with HIPAA regulations.

THE CHALLENGE: REDUCING IT CALLS

The high pressure environment, combined with the need to remember complex, changing passwords in order to access company systems and patient data repositories, made it tempting for The Nord Center Emergency Stabilization Services (ESS) hotline staff to remain logged into their systems for long periods of time. This practice was placing patient data at risk and making audits of data access nearly impossible. The need to comply with the Health Insurance Portability and Accountability Act (HIPAA) necessitated an absolute form of authentication for digital signatures on patient records. The Nord Center also needed a mechanism for managing and tracking multiple users of ESS hotline computers.

THE SOLUTION: CONVENIENT, INTEGRATED SECURITY

Fingerprint authentication technology quickly emerged as the only solution that was cost effective and easy to implement at The Nord Center. Fast, secure and uniquely identifiable, the DigitalPersona solution gained immediate management and user acceptance. DigitalPersona software and fingerprint readers were deployed on all ESS systems and implemented as the authentication delivery system for digitally signed documents. Key to the solution's selection was its ease of integration into the Nord Center's Active Directory infrastructure and its ability to provide auditable access records to patient data while supporting the organization's HIPAA compliance efforts.

NEEDS

- Solution that eliminates the need to remember passwords.
- Technology that confirms positive identity quickly and easily.
- Quick access to health records.

HID® PRODUCTS

- DigitalPersona® authentication solution
- DigitalPersona® 4500 Fingerprint Readers

“The DigitalPersona solution allows for faster system log in and response to patient needs which is critical when dealing with crisis and mental health situations.”

Chris Rojek
Chief Information Officer
The Nord Center

BENEFITS

Compliance

The DigitalPersona solution assists with HIPAA regulations by authenticating digital signatures for medical records.

Quick and Secure Access

ESS hotline staff no longer have to remember complex, changing passwords to access patient health records.

Increased Audit Capabilities

Patient record access is tied to specific users, providing better audit practices.

THE RESULTS: SECURE, EFFICIENT ACCESS

The DigitalPersona solution enables The Nord Center ESS staff to meet their need for quick access to health records without remaining logged into their system for long periods of time. With a simple touch, staff gain access. They no longer have to remember complex, changing passwords or waste valuable time authenticating.

The use of fingerprint biometrics to authenticate digital signatures for medical records is streamlining compliance with HIPAA regulations. The solution also ties specific users to patient record access allowing for better audit practices.

“The DigitalPersona solution allows our staff to obtain information faster while providing a higher level of security to confidential client information,” says Jeanette Schroeder, RN CSU Coordinator at The Nord Center.”

The impact has been so significant that The Nord Center plans on integrating DigitalPersona’s solution into all operations, including payroll and purchasing.



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