

Frequently asked questions: Imprivata Identity Governance for Epic

Overview

Healthcare professionals need fast and secure access to Epic solutions to effectively treat patients. But many healthcare organizations rely on manual processes to configure Epic users and manage their access rights – a time-consuming and error-prone approach that can delay provider onboarding and introduce privilege creep, orphaned accounts, and other security vulnerabilities.



Benefits

- Accelerate user (EMP) and provider (SER) provisioning
- Improve compliance with automatic Epic account reconciliation
- Reduce IT cost and complexity
- Meet IT governance objectives
- Free up IT staff for core tasks

Imprivata Identity Governance® helps healthcare organizations accelerate IT operations, strengthen security, and reduce administrative expense and complexity through automation. The solution provides end-to-end, role-based access controls, automatically provisioning Epic users and providers throughout their employment lifecycle.

This FAQ answers common questions related to using Imprivata Identity Governance with Epic software.

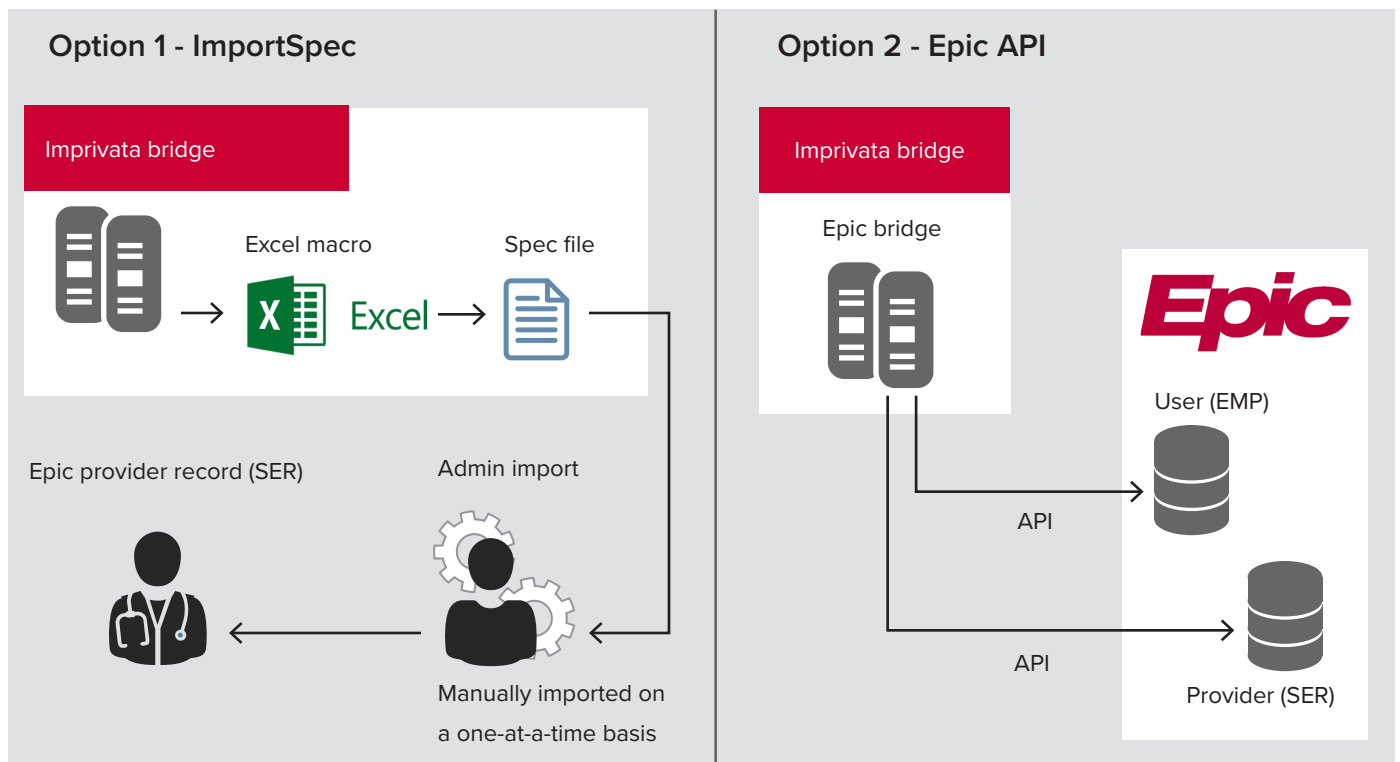
Frequently asked questions

Q: Can Imprivata Identity Governance create Epic User (EMP) Records as well as Epic Provider (SER) Records?

A: Yes. Imprivata Identity Governance can create both User (EMP) and Provider (SER) Records.

Q: How does Imprivata Identity Governance manage Epic Provider (SER) Records?

A: Imprivata supports two distinct record creation methods, as shown below. The first option uses the Epic ImportSpec file, which is a flat file created using a simple Excel spreadsheet macro. With this approach the Imprivata Identity Governance Bridge automatically generates the spec file, which is manually imported by an Epic administrator. The second option is via Epic Application Programming Interfaces (APIs). With this option the Imprivata Identity Governance Bridge programmatically writes records directly to the Epic Chronicles database, without administrator intervention.



Q: Can the API method include a validation step? In other words, can an administrator review the data before it is committed to Chronicles?

A: Yes. Imprivata Identity Governance is fully extensible and can be adapted during implementation to meet specific customer requirements. For example, a manual review and approval step could be incorporated into a workflow prior to writing data to Chronicles.

Q: Does the API method impact Epic software upgrades or lead to compatibility issues between Imprivata and Epic?

A: As a member of the Epic App Orchard Developer program, Imprivata receives early access to quarterly Epic releases as well as to special testing sandboxes. We proactively validate every quarterly Epic software release to ensure compatibility and streamline software upgrades. This approach allows us to keep pace with Epic API changes and additions, and to stay lockstep with Epic releases.

Q: What about Epic Provider Blueprints? Can I use Blueprints to create Provider Records as well?

A: Yes. Epic Provider Blueprints provide a template-like approach for creating Provider Records. Imprivata Identity Governance supports Provider Blueprints via the Epic APIs.

Q: Can Imprivata Identity Governance tie into a physician credentialing system to extract information like National Provider Identifier (NPI) number or Drug Enforcement Agency (DEA) number?

A: Yes. Imprivata Identity Governance integrates with a variety of credential management systems for both employee providers and non-employee providers.

Q: In addition to provisioning day-one access rights, can you also use Imprivata Identity Governance to automatically reprovision permissions when users change roles?

A: Absolutely. Imprivata Identity Governance supports the notion of role changes via a modify request function. So, if a radiology nurse changes roles and becomes an ER nurse, you can easily reprovision their entitlements. With Imprivata Identity Governance you can efficiently control access rights throughout a provider's tenure – from day one to separation – to prevent privilege creep or credential abuse.

Q: Can I modify a user's permissions over time, even if they don't change roles? For example, can I grant a user Epic access rights only after they've completed an Epic training session?

A: Yes. You can integrate Imprivata Identity Governance with a variety of external systems and processes to support custom workflows. In the training example, you might give a new hire Exchange and Active Directory access on day one, but grant them Epic access only after they complete a training session. Once the provider completes the training program a ticketing system, like ServiceNow, or an HR system could trigger Imprivata Identity Governance to issue a modify request to give the user access to Epic.

