



## CASE STUDY

# EMIS: Strengthening Security while Streamlining Access to Patient Information

### Background

EMIS Inc. delivers intelligent electronic medical record (EMR), scheduling, and billing tools to doctors' offices. EMIS systems automate the day-to-day management of a busy clinical practice. Customers rely on EMIS to deliver complete systems, including software, hardware, licenses, and continuing system support. Today, EMIS Inc. is the leading provider of EMR systems in the UK, where more than half of primary physicians use EMIS systems each day. Incorporated in the UK, and with a wholly owned Canadian-incorporated subsidiary, the company has more than 800 employees worldwide.

### Business Challenge

In delivering its leading healthcare solutions to customers, EMIS Inc. sought to enhance its capabilities for providing more convenient and secure access methods for physicians in Canada. The more complex or cumbersome a login process was the more time was taken away from the doctor's core mission: giving patients prompt and effective service. In addition to these needs, EMIS also had to address the following requirements:

- > **Compliance mandates.** In several countries including Canada, health care security laws require that systems with patient records be only accessed by users who furnish both a password and a secondary device. This is known as two-factor authentication and can either occur when accessing an encrypted virtual network (within a clinic, using a specialized firewall), or when records are accessed from home using a one-time password (OTP) generating authenticator (such as the SafeNet eToken PASS from Gemalto).

### EMIS Customer Benefits: Family Health Clinic

#### Challenge:

- > Improving the practice's ability to proactively manage patients and their wellness through the use of an advanced EMR system—while safeguarding patient privacy.

#### Solution:

- > Integrated EMR, scheduling, and billing solution from EMIS, featuring SafeNet Authentication Solutions.

#### Benefits:

- > Better able to leverage information to deliver more responsive, proactive patient care.
- > Clients save an estimated \$50,000 a year, through elimination of paper-based filing and processes.
- > Time savings of more than 780 hours per year for clinical staff.
- > **Convenient access.** EMIS needed to support doctors who are continually on the move, from multiple offices, and between examination rooms. Therefore, in moving from office to office, speed in authentication was critical—doctors couldn't afford to continually enter passwords each time they entered another exam room.
- > **Remote access.** EMIS customers required a solution that would enable doctors and other clinic employees to gain fast, efficient access to patient records and systems, whether they were in their clinics, at hospitals, or at home.

## The Solution

To meet its objectives for ensuring optimal security, supportability, and value in its solutions EMIS selected an integrated authentication solution from Gemalto. Featuring a combination of certificate-based SafeNet eToken smart cards, SafeNet eToken PASS OTP devices and Gemalto's award-winning management platforms, SafeNet Authentication Solutions, this authentication solution equipped EMIS with an extensible, efficient, and affordable way to meet compliance requirements and strengthen overall solution security. Furthermore, the comprehensive administrative capabilities of SafeNet Authentication Solutions enables EMIS to provide the necessary ongoing support for the solution over the authentication lifecycle, including deployment, provisioning, and ongoing maintenance, through an intuitive, Web-based interface.

SafeNet Authentication Solutions offer EMIS a host of advantages:

- > **Fast deployment.** Gemalto enables EMIS and its customers to leverage a straightforward, reproducible process that makes deployment fast and easy, even for larger medical offices with 100s of users.
- > **Convenient, flexible access from anywhere.** With Gemalto, physicians can quickly move from office to examination room, and simply insert their eToken smart card to gain immediate session access—with all the relevant windows from the previous session still open. This results in significant time savings when, for example, a physician is in the middle of charting a note on a patient and needs to move to a different workstation. The process is simple: they remove their smart card to automatically close their session on that workstation, go to the new workstation, insert their smart card, and immediately resume their work without losing any data. Further, doctors and other clinic employees can use their SafeNet eToken OTP devices to remotely access the solution from home or another location such as a hospital, whenever they need.
- > **Single solution offering.** In Gemalto, EMIS was able to find a partner that offered a complete authentication solution, including certificate-based and OTP devices plus a comprehensive management system, to support them. This integrated system streamlines ongoing procurement and fulfillment interactions.

“Integrating SafeNet Authentication Solutions into our products has delivered significant benefits to our customers and our business. Gemalto helps optimize the security of patient records and the ease with which physicians can access systems and data, which translates into efficiency gains and service improvements for our customers. Plus, through its cost-effective pricing, and efficient deployment and administration, Gemalto helps us manage costs.”

Kevin Goodall, Chief Privacy Security Officer and Director of Architecture, EMIS Inc.

## Solution Benefits

Since integrating SafeNet Authentication Solutions within their bundled offerings, the team at EMIS and their customers have realized several significant benefits:

- > **Streamlined security administration.** With SafeNet Authentication Solutions, EMIS can deliver a complete authentication management solution that makes it easy for EMIS staff to deploy and maintain the authentication system. Not only does this solution save EMIS customers time, it reduces the time and effort it takes for EMIS' support team to assist customers with authentication-related requests.
- > **Improved solution value.** By integrating SafeNet Authentication Solutions in their offerings, EMIS is able to improve the value it delivers to customers. With the integrated solution, EMIS customers enjoy improved productivity, customer care, and security.
- > **Cost effectiveness.** Through its cost effective pricing model, fast, efficient deployment, and low administrative overhead, Gemalto enables EMIS to deliver a world-class authentication solution within the limits of controlled pricing models in which EMIS operates.

“With the integrated solution from EMIS and Gemalto, we can serve our customers more quickly and effectively, and better safeguard their privacy. Plus, with easier, more convenient access to records and systems, we can be faster and more efficient. Not only has this resulted in direct cost savings of over \$50,000 a year, it enabled us to expand our practice from four to eight doctors, without an increase in administrative staff.”

Dr. Norm Yee of the Family Health Clinic in Calgary, Alberta

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