

Imprivata OneSign Tip Sheets

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Imprivata OneSign – “Tap & Go”

Beginning July 29th, TriHealth will begin a phased implementation of a new badge tap software called Imprivata OneSign which will replace the current software to provide more efficiency and security for team members. A pilot has already occurred at Bethesda North and surrounding regional facilities on select workstations in addition to all emergency department locations which was completed on July 21st. At this time only virtual workstations will have the new software installed. The remainder of workstations will be updated at a date yet to be determined.

The Imprivata OneSign experience will look and feel very similar to your current experience with a few variations. Users will see a new login screen and new badge tap prompts as you move through your workflow. The biggest change is the logout process which will require team members to tap their badge instead of clicking the red door. Additionally, team member member badges will automatically be updated with new software.



Support

Onsite support will be available throughout the go-live and the IS Service Center will be remotely assisting team members. They can be reached at 513.569.5100.

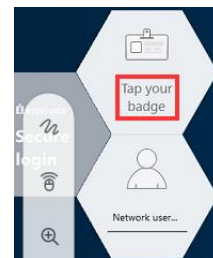
Imprivata: FAQ

1. Q: How do I enroll my badge?
2. Q: How do I enroll a second badge?
3. Q: Why do I have to put my password in again?
4. Q: What will my screen look like?
5. Q: How do I sign in if I don't have a badge reader attached to my computer?
6. Q: What if I forgot/lost my badge?
7. Q: What if I tap by badge and it says it's not enrolled?

1. Enroll Badge

One-time enrollment of your badge is required.

- A. Tap your ID Badge against the reader (note that the light will turn green, and the reader may beep).



- B. Click "OK" and follow the wizard.



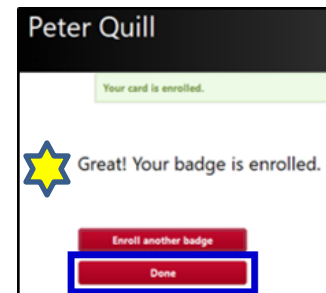
C. Enter your TriHealth username in the Network username then password in the Network password box and press enter.



D. Badge is enrolled. Click **Done**.



Always click **Done** once badge is enrolled. If you need to enroll another badge, follow instructions below.



2. Enrolling a Second Badge

To enroll a second badge

- Tap out of workstation
- Follow the above steps for second badge enrollment.
- **Each badge must go through the enrollment process separately.**
- Unfortunately, using the “**Enroll Another Badge**” button will deactivate the badge user just enrolled.

3. Enter Password Again – this feature is required for Private computers

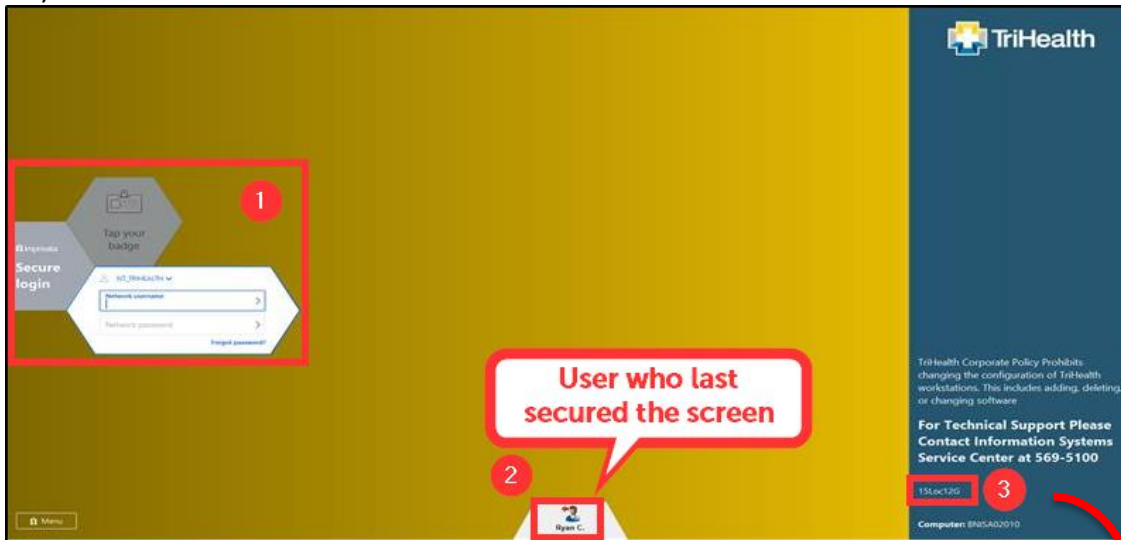
Private computers are for single users.

- Single users will need to launch Epic hyperspace with each access.
- This workstation will require a password with every tap in
- A password is not required when signing orders
- Examples: ED physicians, Pharmacists, Physician/Manager Workstations

4. What will my screen look like?

New Screen Saver

- 1.) User taps badge on reader then enters password for initial log on.
- 2.) Small icon at bottom middle shows user who last secured this workstation.




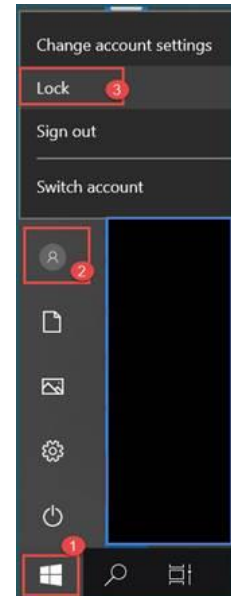
- 3.) Each workstation has a **Fade/Lock Out/Grace Time** defined by TriHealth.
 - a. **Fade/Lock Time** occurs after a certain period of inactivity, the screen saver will begin to appear. Typing on keyboard or moving the mouse will dismiss screen saver. This users screen will lock with 15 minutes of inactivity. **(15Loc)**
 - b. **Grace Period** is the amount of time the user can tap in and out until they are required to re-enter their password after tapping badge. This user has 12 hours of grace. **(12G)**

5. No Badge Reader at my Workstation

- At the Imprivata Secure login window, simply start typing in your user and password

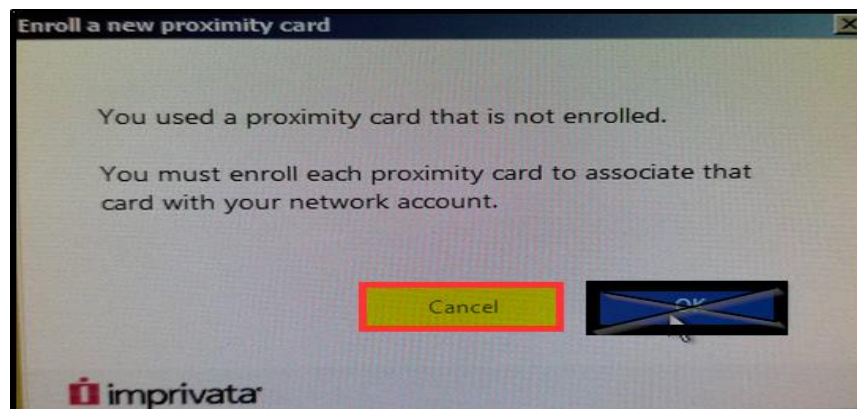
6. User forgets badge – Workflow Suggestions:

- Go to Security and get temporary replacement
- Sign in -Just Start typing user and password at tap in screen
 - a. User will be required to answer challenge questions when signing orders/meds/Encounters
- To Secure:
 - Windows button  + L
 - OR
 - 1.) Windows button 2.) User button 3.) Lock
 - OR
 - CTRL + ALT + Delete –
 - takes you to “Lock” screen



7. It says my Badge is not enrolled

- If user taps badge and gets window stating that badge is not enrolled, choose **Cancel**, then tap badge again. If users are too quick to tap, the reader cannot process and will send this message. DON'T BE TOO SPEEDY!



Imprivata Single Sign-On

What's changed:

Everyone will now use their badge to tap/log-out when leaving a workstation.

FYI - Current User's will automatically be enrolled in the new Imprivata system.



- Team Member at workstation



- Tap In and launch Epic



- Begin charting in Epic



- Once completed, Tap Out



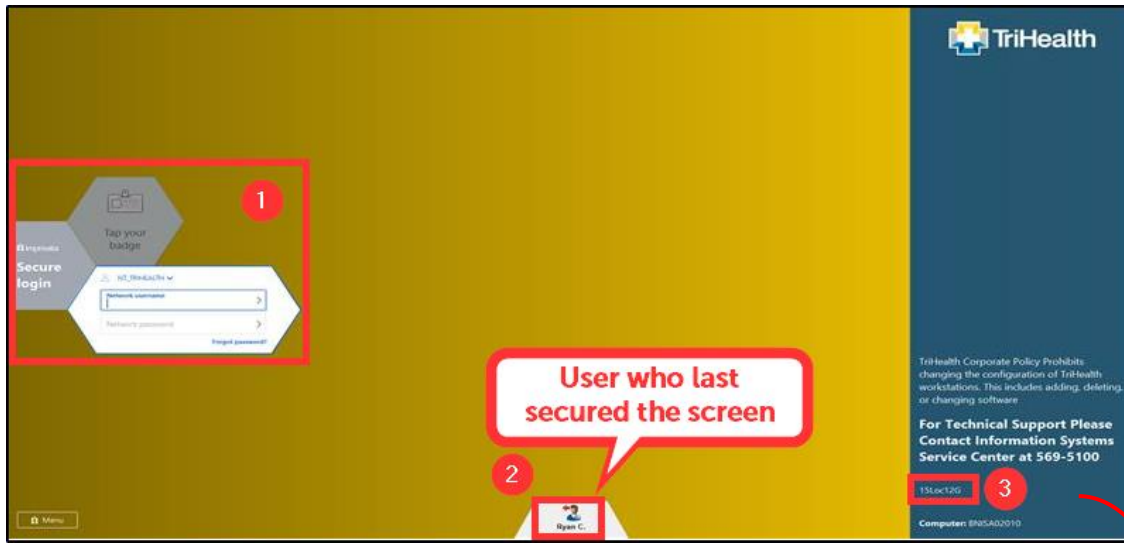
- Carry on about your day



Always remember to tap out!

New Screen Saver

- 3.) User taps badge on reader then enters password for initial log on.
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15Loc12G

User forgets badge – Workflow Suggestions:

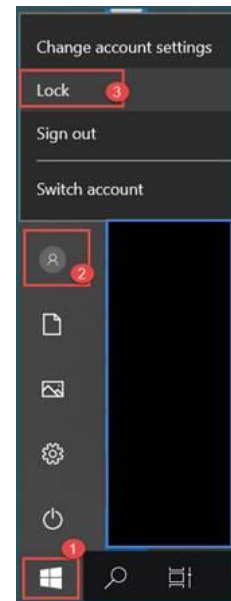
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OR

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Imprivata for Providers

Secure Feature will be available for shared computers only in exam rooms, patient rooms, and operating rooms.

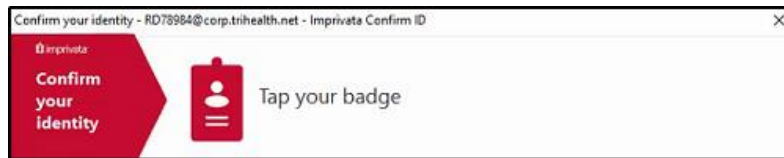
What is Securing?

- A user has a patient's chart open
- Another user needs to sign in
- First user leaves chart open and taps to secure
- Next user taps to sign in
- Workspace reopens with second user tapped in



Caution: When signing orders, you must wait for the prompt screen (seen below) to tap your badge to sign. Premature tapping will **always** secure your screen and delay workflow.

- **FYI** - Lying badge on tapper will not work



Changes in Workflow:

Dragon Application will need to be launched with every use.

Imprivata: Private vs. Shared Computers

Shared computers have multiple users tapping in and out throughout the day.

1. They allow a user to tap in once with typing a password, then use your badge to tap in for the length of the defined grace period on that workstation
2. They require a password with order signing

Examples: Patient rooms, Exam rooms, Alcoves, Nursing Stations.

These computers will have a **Secure Feature**.

Secure Feature will be available for shared computers only in exam rooms, patient rooms, and operating rooms.



What is Securing?

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Private computers are for single users.

1. Single users will need to launch Epic hyperspace with each access.
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3. A password is not required when signing orders

Examples: ED physicians, Pharmacists, Physician/Manager Workstations

Self-Enrolling Imprivata Badge Reader

Single Sign-On (SSO) removes the need to repeatedly enter usernames and passwords for access to Epic with a simple badge tap.

A one-time enrollment of your badge is required.

1. Tap your ID Badge against the reader (note that the light will turn green, and the reader may beep).



2. Click "OK" and follow the wizard.



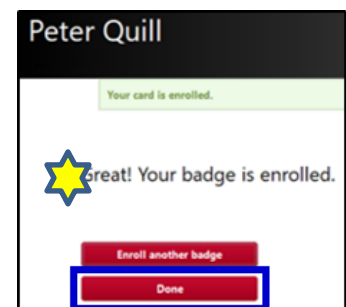
3. Enter your TriHealth username in the Network username then password in the Network password box and press enter.



4. Badge is enrolled. Click **Done**.



Always click **Done** once badge is enrolled. If you need to enroll another badge, follow instructions below.



After enrolling badge, complete your security questions.

- 1) Go to Search field (ctrl + space bar), type “chall” and click on “**Change Challenge Answers**” and answer security questions.
- 2) Click “**Accept**”

Question	Answer
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	

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