How a Community Clinic Logs into the EMR faster and automatically locks workstations.



OVERVIEW

All physicians are required to protect "patient confidentiality through administrative, technical and physical safeguards" in accordance with the provincial Health Information Act (HIA). The Health Information Act of the Province of Alberta requires that health service providers "protect against any reasonably anticipated unauthorized use, disclosure or modification of the health information or unauthorized access to the health information."

For caregivers, every second counts and there is a constant struggle between computer security and clinicians' workflows. As a Calgary-based open center community clinic, there are many patients constantly coming in and of multiple exam rooms throughout the clinic. The exam rooms have PCs and patients, so the PCs must be locked when employees leave. At the same time, clinicians need to be able to login quickly and without interruption. Everyone has their own passwords, but with multiple people logging in to multiple computers in rapid succession everyday led to problems such as insecure sharing of passwords.

> " *Don't deal with password support issues anymore!"*
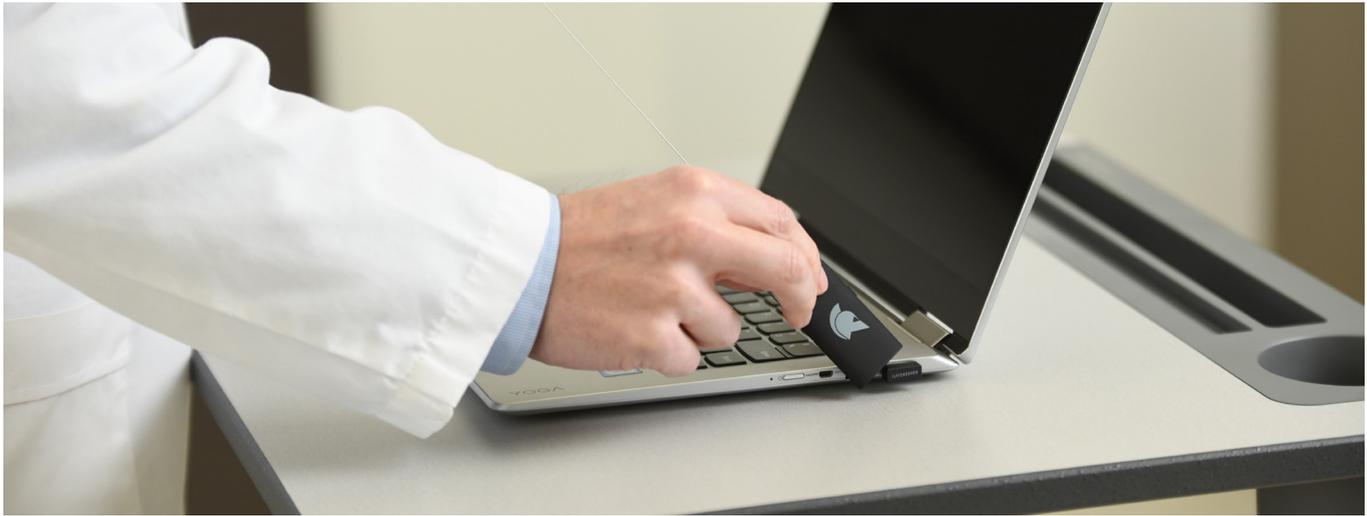
CHALLENGES

Problem 1: How to ensure 100% of computers are locked when unattended?

Getting employees to lock computers every time they leave a workstation is a challenge, which is often. To protect the patient privacy, employees must be diligent to secure PCs with access to the Telus EMR by locking the computers after every use. The need to prevent users from cutting corners during login, which could derail security, is a chief concern regarding privacy. So how does an organization that is so busy make sure computers are locked when someone leaves 100% of the time? Putting cameras in the room was considered unfavorable.

Modern EMR 2FA Access:	
EMR:	**Telus**
Organization:	**Community Clinic**
Location:	**Exam Rooms**
Problem 1 Solved:	**Protecting data while patients are in room.**
Problem 2 Solved:	**Need to know who logged in for compliance.**
Problem 3 Solved:	**Need to login to multiple PCs in rapid succession.**

Most times, employees only need to be at a computer for a short while and move on, meaning that there can be so many instances of PCs left unlocked and unattended while in the presence of other patients not authorized to view the onscreen information.

Problem 2: Need to know who is logging in for compliance.

Compliance requires that the clinic knows who accessed which workstation and when. This is not easy to do manually. Also, with people able to share passwords and accounts, the results are also made inaccurate.

There were strict compliance requirements before implementing an EMR. After exploring for an enhanced authentication solution that would work on proximity, the clinic found GateKeeper Proximity. The GateKeeper Proximity solution was presented and then approved for use in the medical facility. GateKeeper Proximity met all the requirements for protecting the EMR at the clinic.

Problem 3: Balancing security with fast access to the Telus EMR.

Time is everything in healthcare – the most precious commodity. Increasing security should not come at the expense of a caregiver's workflow. Any impact to their workflow is a direct impact on speed of response, quality of care, and potential for mistakes.

Passwords changed often and were long and complex, leading to insecure password management methods including writing passwords down. Rather than putting the onus on the employees, the clinic was able to utilize tokenized wireless authentication to speed up access to their EMR without impeding the caregiver's time required to login.

SOLUTIONS

Solution 1: GateKeeper's Automatic Walk-Away Lock.

It is understandable that an employee can forget to lock a computer when they leave. But the problem can get out of hand and it only takes one incident. Instead of leaving it to busy clinicians who have their hands full, GateKeeper tokens automatically lock workstations as soon as the clinician walks away – no more unlocked and unattended workstations in the clinic. On locking unattended computers, the admin said "Don't think about it. Locks on its own. Automation makes it easier. No more human factor."

PC logins saved per day per Doctor:	50
Number of patients per day:	150
Login speed increased by:	4X
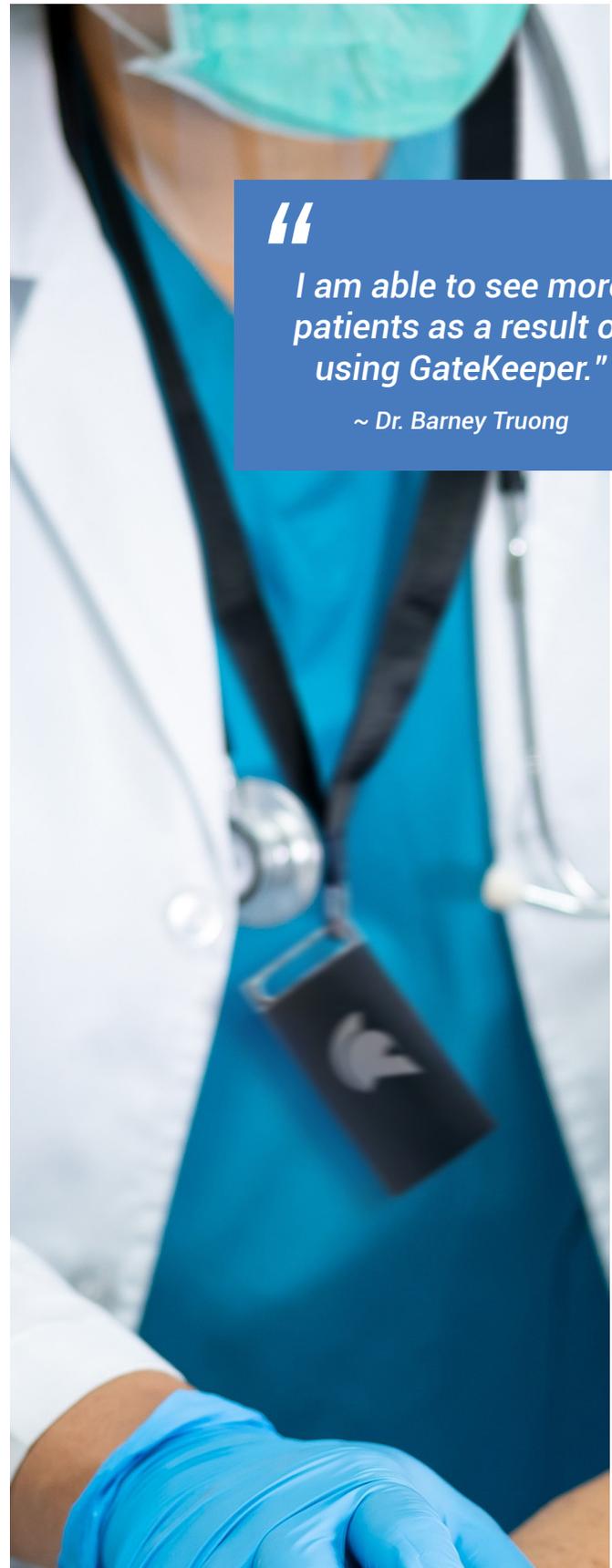
> " *I am able to see more patients as a result of using GateKeeper."*
> *~ Dr. Barney Truong*
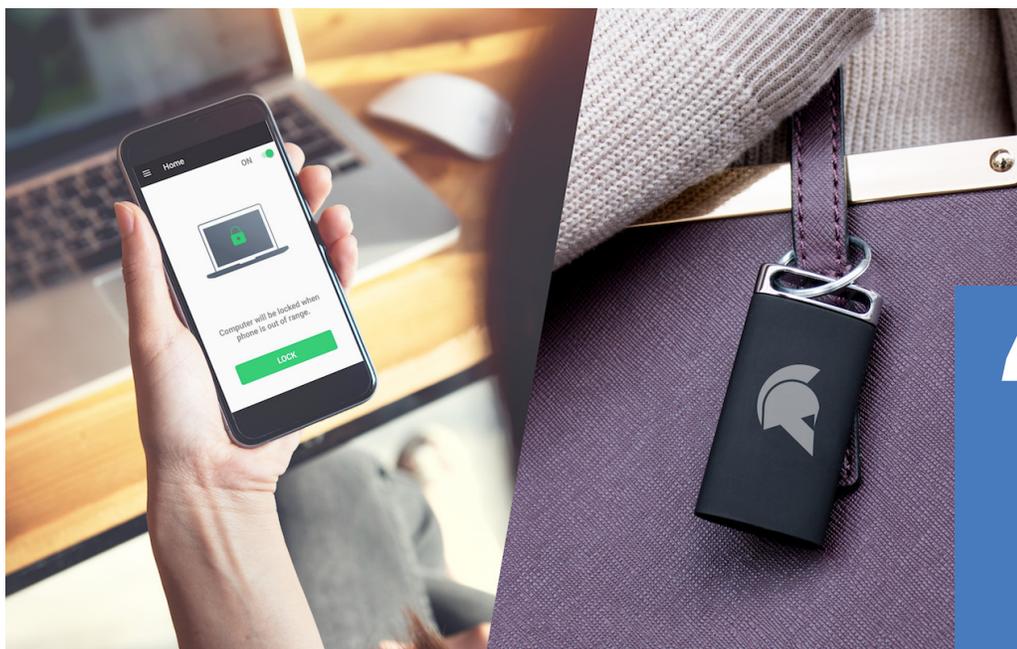
Solution 2: Identify who is logging in on what computer.

With the use of tokens, GateKeeper can determine which individual users are logging onto which computers and when, even on shared accounts. Caregivers can now easily log in and out of computers using a key rather than typing passwords to avoid forgotten passwords, login errors, password fatigue, and other forgot password-associated issues. Admins can even see which users are logged into which computers in real time.

Other benefits include significant time saved from reduced work in traditionally intensive IT tasks including password support such as password resets from forgotten passwords. When asked about password issues and resets, Dr. Barney Truong replied, "Don't deal with password support issues anymore!"

Solution 3: Lightning-fast login to Telus EMR using a token.

Other 2FA solutions created more steps to login. However, Untethered Labs' research and testing has found that traditional 2FA products meant to increase security at workstation login increases the login time compared to passwords by 290%! GateKeeper Proximity allows caregivers to login faster than ever without having to type long and hard-to-remember passwords all day. Instead of typing passwords, opening phones to type an OTP, or plugging something in at every login event, caregivers can now simply walk up and login with a key.

Compared to simply typing passwords to login to a workstation, it is estimated that GateKeeper increased the login speed for clinicians by 410%. The admin stated that "It just worked right away. Not all vendors made it simple to log back in. Typing a password once…but multiplied by 50 times a day, that's where GateKeeper makes it so much easier. Anything that helps bring patients in quickly without creating a line at a computer helps."