

# Imprivata and Epic

## Keeping pace with Epic innovations with App Orchard membership

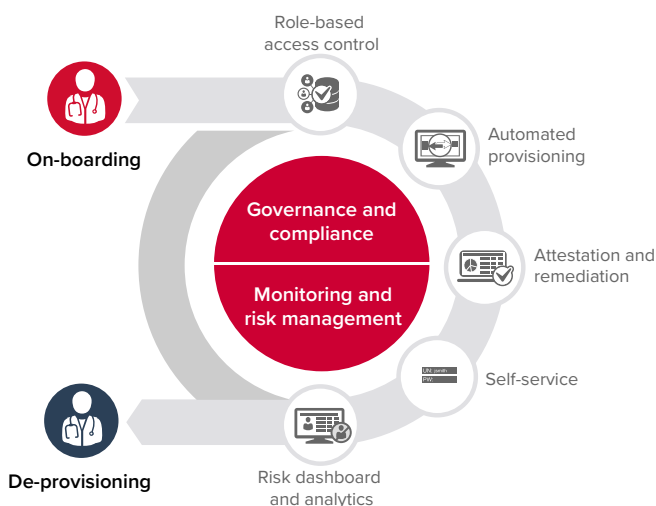
Every day, hundreds of hospitals and healthcare systems around the world use Epic software to provide high-quality patient care. Many rely on Imprivata, specifically Imprivata Identity Governance®, to streamline identity management, accelerate onboarding, and reduce risk. Imprivata works closely with Epic to help our mutual customers automate IT and security operations, safeguard protected health information, and eliminate cost and complexity.



Imprivata is an engaged member of the Epic App Orchard Developer Program. Our App Orchard participation helps us keep pace with Epic software releases, optimise product quality, and improve customer support. It also helps our customers accelerate time-to-value and make the most of their Epic investments.

### Unleash automation with Imprivata Identity Governance for Epic

Many organisations rely on manual processes to configure Epic users and manage their access rights – a time-consuming and error-prone approach that can drag out clinician onboarding and introduce privilege creep, orphaned accounts, and other security vulnerabilities. Imprivata Identity Governance helps healthcare organisations accelerate IT productivity, strengthen security, and reduce operations expense and complexity through automation. Designed and built exclusively for healthcare, the Imprivata solution provides end-to-end, role-based access controls, automatically provisioning users (EMP) and clinicians (SER) for day one access, modifying their access throughout their tenure, and ensuring they are deprovisioned from all access when they leave.



### Benefits

- Accelerate Epic user (EMP) and clinician (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

## Helping mutual customers improve healthcare for over a decade

Imprivata and Epic share a history of collaboration. Imprivata has helped healthcare organisations automate Epic user provisioning and improve identity management for almost fifteen years. This experience gives Imprivata valuable insights into Epic features and capabilities, helps us extend and improve our product integrations, and streamline customer deployments. We are an active member of the Epic App Orchard Developer Program and customers can initiate an interest in Imprivata Identity Governance via the Epic App Orchard Marketplace.

## Keeping pace with Epic software releases

Epic App Orchard Developer Program membership helps Imprivata stay in lockstep with Epic software releases. We receive early access to Epic software, special educational and support services, and detailed product information that helps us accelerate application development, improve product quality, and keep pace with Epic's continuously evolving API set. We also receive direct access to Sherlock, which helps us isolate and resolve customer issues more efficiently and quickly.

Some of the Epic App Orchard Developer Program benefits we leverage include:

- Advance access to quarterly Epic releases
- Visibility into hundreds of Epic APIs, both public and private
- Access to integration testing sandboxes
- Special Epic product training
- Participation in Epic developer conferences
- Direct access to Epic's Sherlock ticketing system

These exclusive benefits help us accelerate software delivery and improve customer satisfaction.



## Imprivata in action: Rapid COVID-19 telehealth rollout

Virtua Health operates five hospitals and 280+ additional healthcare facilities throughout southern New Jersey. In the wake of the COVID-19 outbreak, they needed to quickly provision application access to enable telehealth services and to allow non-clinical staff to work remotely from home. Using Imprivata Identity Governance, the IT team provisioned approximately 400 users in under an hour! The Imprivata solution helped Virtua get their work-from-home users up and running – quickly and easily – on short notice, under extreme pressure.

## Accelerate Epic investment returns with Imprivata

Our Epic App Orchard membership helps Imprivata provide timely support for new Epic features and capabilities and helps our customers maximise their Epic investment returns. We proactively validate every quarterly Epic software release to ensure compatibility and streamline software upgrades.

If your organisation uses Epic, Imprivata Identity Governance can help you:

- Automate user (EMP) and clinician (SER) provisioning throughout the entire user identity lifecycle
- Protect PHI, reduce risk, and improve compliance using role-based access, including users with multiple roles
- Eliminate IT operations expense and complexity by ensuring consistent entitlements assignment
- Minimise risks from manual account changes in Epic by reconciling all permissions with the identity store
- Quickly launch new technology initiatives like telehealth services
- Take full advantage of all the latest Epic functionality without delay

To learn more about how Imprivata can help you unleash automation and make the most of your Epic investments [contact](#) Imprivata today.

