RES

COMPLIANCE AND SECURITY FOR HEALTHCARE PROVIDERS
Driving access and efficiency through user context

For IT organizations in the healthcare industry, daily operations are often an exercise in striking the right balance. Take for example the protection of health records by patient privacy regulations. On the one hand, your IT group needs to enable quick access to protected healthcare information (PHI) in order for physicians, nurses and other clinicians to do their jobs effectively. On the other hand, the improper release of PHI has the potential to cause financial, physical or emotional harm to associated patients — which means you also need to keep a close eye on how information is safeguarded.

In many ways, this dilemma fits into an even broader IT healthcare challenge – namely that of providing access not only to PHI but also to the applications, systems and other IT assets that healthcare professionals need every day. Constant access-related hassles impede the delivery of quality care, while heedless provisioning can put security and regulatory compliance at risk.

Ideally, your IT organization wants to strike this balance in a way that helps the rest of the organization operate at peak performance. This is where RES can help. By understanding and applying a host of contextual permutations, RES helps you speed and personalize access to applications and services throughout the organization — all without giving an inch on privacy, security and compliance.

EFFICIENCY IN CONTEXT
PHI can include anything from a simple prescription to a full set of electronic health records (EHR) — and access to such information can mean the difference between life and death. This is why your IT organization needs to make sure all healthcare users have the access they need. But, maintaining permissions and privileges for different roles across increasingly complex multivendor landscapes can tax even the most sophisticated IT groups.

RES helps you meet this challenge with context-aware access automation. Context includes a wide range of variables such as the worker's physical location, type of device, specific device identity, user login, time of day and much more. These context details form a complex matrix that RES analyzes to automatically establish permissions and either approve or deny access to data, applications and systems. With such rules in place for managing permissions, IT can dramatically reduce the amount of time it spends resolving access issues with individual users. What's more, these capabilities can be easily extended beyond physical, on-site networks to include any remote devices — thus empowering an increasingly mobile healthcare workforce.

STREAMLINED WORKFLOWS, TOO
While context-aware IT services facilitate security and compliance for sensitive information, they also deliver another key benefit that is critical to healthcare operations: streamlined workflows.

Take, for instance, context-aware printing. Today's clinicians are extremely mobile. Whether they're moving from office to hospital floor, or visiting a sister facility to offer a key consult, physicians work in a variety of places every day. And while healthcare is moving toward a more electronic environment, many physicians still initiate hundreds of print jobs per week. In many cases these print jobs end up on the wrong printer. This creates headaches and delays as your highly paid employees waste precious time tracking down the documents they need. And because many of these documents contain sensitive PHI, printing to the wrong printer — where anybody might be able to read the output — can put your organization at significant compliance risk.

With RES, you can use the power of context-aware technology to seamlessly and automatically send print jobs to the nearest printer. This helps save time for busy healthcare workers and minimizes instances where documents with sensitive information are stranded at unknown printers in the far corners of your healthcare facilities.

Another example is the controlled use of USB keys, sometimes called "thumb drives." On the one hand, the ability to write data to a USB key is the model of efficiency and convenience. On the other hand, the potential for copying and transporting PHI (intentionally or unintentionally) is so high with USB keys that many healthcare IT organizations have been forced to block their use.

Here again, context-aware technology helps you realize the best of both worlds. With RES, you can detect the context of each USB key user and automatically determine the appropriate read/write permissions for that individual. This allows you to realize the benefit of USB keys without the compliance risk.

In these ways, and many others, RES helps you streamline critical IT processes in the healthcare setting while maintaining security. And because we store all business logic associated with our context-aware technology, you have the information you need for managing audits. In the end, you're able to demonstrate compliance while avoiding the bottlenecks that cause delays. This empowers your healthcare workers to dedicate more of their energies to delivering the best patient care possible.

IS YOUR ORGANIZATION READY FOR SOME CONTEXT?

RES has helped dozens of healthcare organizations save hundreds or even thousands of hours each year through the use of context in IT management. We've enabled these organizations to move beyond the "one size fits all" security approach to a highly personalized model that enables far more access to the information and systems that healthcare professionals need. If your healthcare IT organization wants to achieve similar results, perhaps it's time for some context.

LEARN MORE

To find out more about how RES can help you use context to ensure security and compliance without sacrificing context, call us at 1.800.893.7810 or visit us at www.res.com

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TODAY'S HEALTHCARE ORGANIZATIONS CAN STREAMLINE SECURITY AND COMPLIANCE WITH RES THROUGH:

- Improved identity management, ensuring the right people have the right access levels
- Automated and policy-based access management, with self service for 24/7 access requests
- Context aware policy controls for granular access authorization of all apps, data, services printers and more
- Easy-to-manage whitelisting/blacklisting of files and apps to thwart malware
- Streamlined privilege management to limit admin level access to critical systems and data
- Device lockdown to protect the most sensitive patient information
- Simplified tracking and reporting to help demonstrate compliance during auditing

ABOUT RES

RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit www.res.com, contact your preferred RES partner, or follow updates on Twitter @ressoftware.

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