



The NordCenter

Comprehensive Behavioral Healthcare

The Nord Center Case Study

LOCATION

Lorain County, OH

OVERVIEW

The Nord Center Emergency Stabilization Services (ESS) hotline staff have too many passwords to remember and manage securely in a fast-paced, crisis service environment.

Finding a solution that supports compliance with the Health Insurance Portability and Accountability Act (HIPAA) regulations was another concern.

NEEDS

The Nord Center turned to DigitalPersona for a solution that would provide:

- Fast, secure access to patient data.
- Digital signature authentication integrated with biometric identity verification for HIPAA compliance.

DIGITALPERSONA PRODUCTS

DigitalPersona® Pro

DigitalPersona® Fingerprint Readers

"DigitalPersona's solution allows for faster system log in and response to patient needs which is critical when dealing with crisis and mental health situations."

Chris Rojek
Chief Information Officer



digitalPersona.

Security Challenge

The Nord Center operates a 24/7 hotline for rape, suicide, mental health and other crisis situations, answering over 18,000 calls each year. Operating this hotline requires swift action and counsel to callers. Quick access to health records can make the difference in whether a situation escalates or not.

This high pressure environment, combined with the need to remember complex, changing passwords to access company systems and patient data repositories, makes it tempting for ESS staff to remain logged into their systems for long periods of time. This practice could place patient data at risk and makes audits of data access nearly impossible.

HIPAA compliance is of the utmost importance. The Nord Center requires an absolute form of authentication for digital signatures on patient records. It also needs a mechanism for managing and tracking multiple users of ESS hotline PCs.

DigitalPersona Fingerprint Identity Solution

Fingerprint authentication technology quickly emerged as the only solution that was cost-effective and easy enough to implement at The Nord Center. Fast, secure and uniquely identifiable, DigitalPersona's solution gained immediate management and user acceptance. DigitalPersona Pro Kiosk software and the U.are.U Fingerprint Readers have been deployed on all ESS systems and implemented as the authentication delivery system for digitally signed documents.

Key to the solution's selection was its ease of integration into The Nord Center's Active Directory infrastructure, providing auditable access records to patient data, and supporting the organization's HIPAA compliance efforts.

Benefits

- **Compliance** - Authenticates digital signatures for medical records ensuring compliance with HIPAA regulations.
- **Quick and Secure Access** - ESS hotline staff no longer have to remember complex, changing passwords to access patient health records.
- **Increased Audit Capabilities** - Patient record access is tied to specific users providing better audit practices.

The Results

The ESS staff are able to meet the need for quick access without remaining logged into their system.

"The DigitalPersona solution allows our staff to obtain information faster while providing a higher level of security to confidential client information," said Jeanette Schroeder, RN CSU Coordinator at The Nord Center.

The impact has been so significant that The Nord Center plans on integrating DigitalPersona's solution into all operations, including payroll and purchasing.

About DigitalPersona

DigitalPersona is the leading provider of fingerprint identity solutions for enterprises, custom application developers and consumers. The company offers software and hardware that protects people and businesses by enabling them to easily control their digital identities. The company's business solutions help organizations address growing security, compliance and loss prevention demands. DigitalPersona's award-winning technology has been used worldwide by over 95 million people, and its solutions are offered by market-leading manufacturers such as HP, Dell, IBM and NCR.

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