

Secure patient admissions and discharge solutions.

Challenge

- PHI must be protected with administrative, physical and technical safeguards that authenticate users
- Security vulnerabilities and potential compliance problems when admitting and discharging a patient are everywhere
- Unsecured MFDs

Solution

- Nuance, a secure and HIPAA- compliant admissions and discharge process

Results

- Adds a layer of automated security and control to documents and processes that involve PHI
- Minimizes the manual work and decisions that invite human error
- Mitigates the risk of non-compliance and helps hospitals avoid fines, reputation damage

Challenge.

Hospitals have an urgent, pervasive, and expensive problem right now—the security and control of protected health information (PHI).

A patient's hospital experience begins with the admissions process and ends with the discharge process; so does the hospital's requirement to protect the patient's personal health information (PHI) they generate or obtain. Every time a document or form is copied, scanned, printed, faxed or emailed—on either an analog fax machine, digital multifunction device (MFD) or mobile phone or tablet—a patient's PHI can be exposed accidentally or compromised intentionally. Every MFD that stores images on an internal drive and retains email addresses, network and user IDs or passwords in memory is at risk. Paper output can be particularly difficult to track and control.

PHI must be protected with administrative, physical and technical safeguards that authenticate users, control access to workflows, maintain an audit trail of all activity and encrypt patient information.

The solution: a secure and streamlined admissions and discharge process.

Nuance document workflow and security solutions help hospitals protect PHI by adding a layer of automated technological security and authentication to

document capture and distribution. Nuance solutions minimize the manual work and decisions that invite human error, mitigate the risk of non-compliance, and help hospitals avoid the fines, reputation damage, and other costs of HIPAA violations and privacy breaches.

Nuance solutions reduce vulnerabilities in capturing and sharing PHI by enabling a secure admissions and discharge process that ensures:

- **Authorization:** Only authorized staff can access specific devices, network applications and resources. This is secured through password- or smartcard-based authentication. Network authentication is integrated with the document workflow seamlessly and, to ensure optimal auditing and security, the documents containing PHI are captured and routed to various destinations such as email, folders, fax, EHR systems, etc.
- **Authentication:** User credentials must be verified at the device, by PIN/PIC code, proximity (ID), or by swiping a smartcard to access documents containing PHI. Once users are authenticated, the solution also controls what users can and cannot do. It enables or restricts email or faxing, and prohibits documents with PHI from being printed, faxed or emailed.
- **Encryption:** Communications between smart MFDs and mobile terminals, the server and destinations (such as the EHR) are encrypted. This ensures documents are visible only to those users with proper authorization, and guarantees secure data-routing to the final destination.
- **File destination control:** Simultaneously monitors and audits the patient information in documents, ensuring PHI is controlled before it even gets to its intended destination.
- **Content filtering:** Security policies are enforced automatically, preventing PHI from leaving the hospital. Before information reaches its intended destination, the solution filters outbound communications and intercepts documents, rendering misdirected or intercepted information unreadable to unauthorized users.

Value proposition.

No matter how it's captured, Nuance secures patients' sensitive data. When manually completed forms and documents are scanned into the hospital's master

patient index, the clerk must authenticate herself by swiping her ID card or entering a PIN at the MFD.

She is allowed access only to the functions or pre-defined workflows to which she's authorized. For example, scanning to a new or existing patient file brings up a menu to choose the type of document she's about to scan. The scanned document is transferred securely to the Nuance server, then routed with its metadata to the hospital's document management system or EHR. Nuance secures documents at the point of capture by requiring a password for later access to any document scanned to PDF.

If the clerk captures files electronically on a desktop computer or a mobile device, Nuance software prevents PHI exposure by requiring authentication before output. The print jobs are held in a secure print queue until the clerk signs in and selects specific documents to print.

Faxing in the Nuance-enabled process becomes highly secure, error free and fully traceable, thus eliminating risks. Outbound fax number verification compares manually entered numbers against a database of authorized numbers—if it's not on the list, the fax isn't sent.

From the MFD, the SSL encrypted fax is transmitted to the Nuance server, where the image can be cleaned and metadata applied. Using advanced content filtering, the solution determines whether the fax contains confidential information, specified by the hospital. This information can be redacted automatically, or the fax prevented from being sent.

A complete audit trail is produced, identifying who sent the fax, when, the number of pages, from/to which device and patient ID. The audit trail provides a path to the fax image. Similar audit trail information is captured for copies, prints, scans and emails as well, allowing hospitals to capture every document and monitor all usage of the device.

With Nuance solutions in healthcare, hospitals no longer have to worry about the security and control of their patients' protected health information for the entire lifecycle of patient care.

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