



# Product Documentation

## User Guide

Imprivata Patient Access

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Document revision

# Patient Access User Guide

Imprivata Patient Access matches a patient's photo to their medical record to improve patient safety, streamline registrar operations, and help reduce the number of duplicate records.

This guide describes how to positively identify patients using their facial biometric and link them with their electronic health record (EHR) using Patient Access.

## Workflows

Registrars can use one of the following workflows in Patient Access.

### Enroll



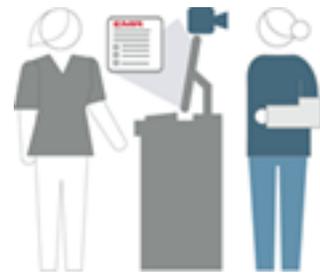
Enroll patients into Patient Access

### Identify



Identify patients without an appointment (ED, urgent care, walk-ins)

### Verify



Verify the identity of a patient with a scheduled appointment

## Guidelines for Facial Biometric Capture

### Environment



- Provide even lighting. Reduce shadows on faces. Avoid any heavily back-lit situations.
- Minimize any glare or reflections coming from glass dividers.



- Frame patients closer to the camera to fill in more of the frame. Patient Access will automatically crop the photo capture.

### Cameras



- High definition (HD) cameras perform better than standard definition (SD) cameras. Lower resolution cameras are not recommended due to outdated technology.
- Use a narrower field of view. For example, use 65 degrees instead of 90 degrees. This allows the camera to be farther away while properly framing the patient.
- Cameras may need to be adjusted in height to accommodate patients in wheelchairs.

## Patients



- During enrollment, the patient should remove anything that covers their face, such as glasses or masks.



- Patient should use a neutral expression, not smile.



- The photo capture should contain only one person.

# Photo Quality Scores

Photo quality scores assist you in capturing the patient's photo for enrollment, identification, and verification.

The Patient Access user interface displays a photo quality score in the photo capture frame.

- When enrolling patients, capture the highest quality photo possible. The higher the enrollment photo quality, the better Patient Access is able to identify and verify patients on their next visits.
- During enrollment, a patient's glasses can cause a 10-point reduction in the photo quality score. Enroll the patient with nothing covering the face, including glasses or a mask.
- During identification or verification, a patient's glasses or masks may affect the photo quality if it scores below the quality threshold due to the environment.

## Imprivata Patient Access

**Verify patient**

**Johnson, Stephanie** 12/15/1976 (46 yrs)

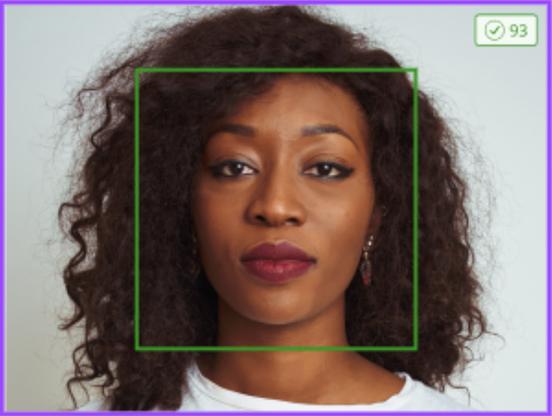
123456 Maplewood Street  
Apartment 5432 B2  
Murfreeboro, TN 34252

MRN:123543567

617-555-1212

**Suggestions**

- Confirm the correct appointment was selected
- Check the patient's ID to confirm this is the correct patient
- Check the EMR to confirm the correct patient record was used to schedule this appointment



[Recapture](#) [Close](#)

**Verification failed**  
Photo does not match the patient's enrollment photo.



## Photo Quality Scores

Icon Color	Photo quality score	Description	Registrar Action
 green checkmark	<ul style="list-style-type: none"> <li>Enroll: 80 to 100</li> <li>Identify or Verify: 70 to 100</li> </ul>	Excellent quality for enrolling/identifying/verifying	None
 orange caution	<ul style="list-style-type: none"> <li>Enroll: 76 to 79</li> <li>Identify or Verify: 50 to 69</li> </ul>	<ul style="list-style-type: none"> <li>Adequate quality for enrollment, but you may want to make changes and recapture photo.</li> <li>Adequate quality for identifying/verifying</li> </ul>	<p><b>Enrollment:</b> Make changes and recapture the photo:</p> <ul style="list-style-type: none"> <li>Adjust the lighting to remove harsh lighting or back-lighting</li> <li>Adjust the patient position in the photo capture frame</li> <li>Have patient remove glasses or mask</li> <li>Make sure only one patient is in frame</li> </ul> <p><b>Identify/Verify:</b></p> <ul style="list-style-type: none"> <li>None</li> </ul>
 Red warning	<ul style="list-style-type: none"> <li>Enroll: Below 75</li> <li>Identify or Verify: Below 50</li> </ul>	Poor quality. You are prevented from continuing until you make changes and recapture the photo.	<p><b>Enrollment/Identify/Verify</b> Make changes and recapture the photo:</p> <ul style="list-style-type: none"> <li>Adjust the lighting to remove harsh lighting or back-lighting</li> <li>Adjust the patient position in the photo capture frame</li> <li>Have patient remove glasses or mask</li> <li>Make sure only one patient is in frame</li> </ul>

## Patient Minimum Age

Patients must be a minimum age to be enrolled in Patient Access. This limit is set according to your hospital's policies for the minimum age for enrolling a child's biometric information.

When a registrar attempts to enroll a patient who is under the minimum age, the Patient Access UI displays a message of "Patient too young: Must be <minimum age> or older to use Patient Access".

# Duplicate Records Found During Enrollment

When enrolling a patient, Patient Access may find patient records with a similar face already enrolled in the system. This may be from a duplicate enrollment, but there are some instances where this can happen, for example, identical twins.

The Patient Access UI displays the search results of patient records with a similar face.

The UI highlights any differences between the patient demographic and contact information of the patient and similar records.

The screenshot displays the 'Enroll Patient' interface. At the top, the patient's name 'Johnson, Stephanie' and birth date '12/15/1976 (46 yrs)' are shown. Below this, the address '123456 Maplewood Street, Apartment 5432 B2, Murfreesboro, TN 34252' and MRN '123543567' are listed. The email 'isabellajohnson@gmail.com' and phone '617-555-1212' are also present. To the right is a photo of a woman with curly hair, with a green box around her face and a '93' confidence score. Below the photo are 'Close Patient Access' and 'Submit' buttons. A section titled 'Records with a similar face: 1 of 9' shows a duplicate record for 'Johnson, Isabella' with the same address and phone number, but a different MRN '4934553' and email 'isabellajohnson@outlook.com'. A warning box at the bottom states: 'We found one or more records with a similar face already enrolled. This may be from a duplicate enrollment, but there are some instances where this can happen (e.g., identical twins). Confirm this is the correct record before submitting photo enrollment to avoid duplicates.'

1. Ask the patient for a photo ID as proof of identity.
2. If multiple duplicates are found, use the arrows to scroll through the resulting records.
3. Compare the patient demographic and contact information details with the patient's photo ID.
4. Confirm that this is the correct record before submitting the photo enrollment to avoid duplicates.

## Interface Navigation

Use the **Tab** and **Enter** keys to move through most workflows in the Patient Access UI.