VIRTUAL SMARTCARD EBOOK

A smarter approach to NHS Spine-enabled access

Introducing Imprivata OneSign Spine Combined Workflow Plus

Fast, secure access to NHS Spine-enabled applications using virtual smartcards approved by NHS Digital
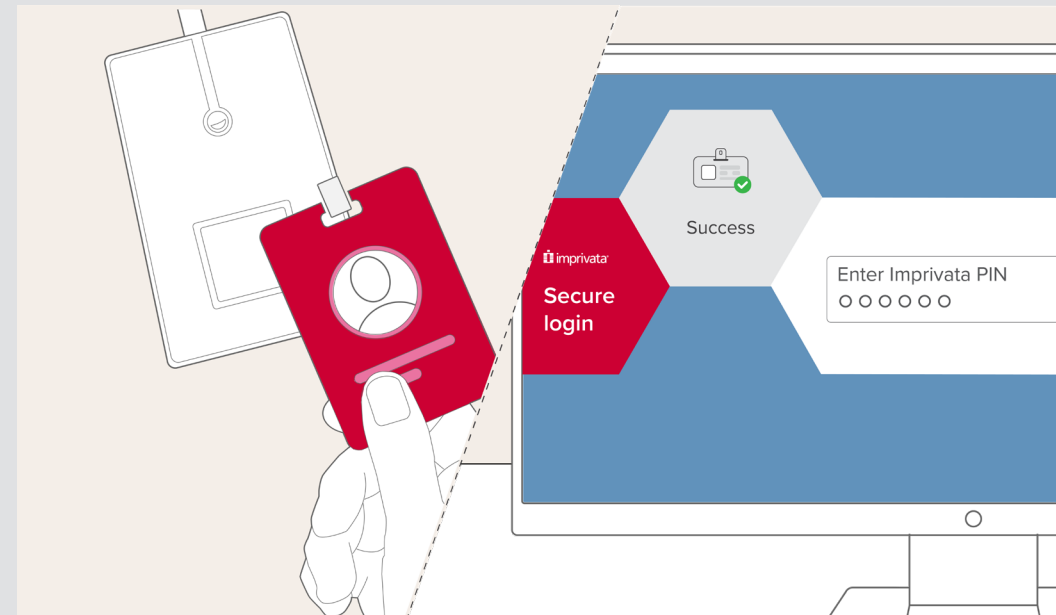
What is a virtual smartcard?

To make it easier for NHS bodies to bring staff on board, NHS Digital has approved the use of virtual smartcard solutions for NHS organisations. Virtual smartcards provide fast, secure access to NHS Spine-enabled applications, removing the need for a physical smartcard. This ensures clinicians have access to the critical systems and applications they need to deliver safe and effective patient care.

A virtual smartcard performs the same role as a physical smartcard but stores the secure certificates in a digital location such as on a smartphone, in the cloud, or encrypted on a server or appliance, rather than on a physical card. Virtual smartcards work in a similar way to physical smartcards to allow access to systems and applications but do not require the physical card to be inserted into a reader.

NHS Digital and Imprivata have been working together to agree upon the design and implementation for Imprivata OneSign® Spine Combined Workflow Plus that meets all of NHS Digital's requirements. The solution is assured and includes the virtual smartcard.

Read more about the Imprivata assured virtual smartcard on the **NHS website.**

HOW ARE THEY USED?

Virtual smartcards address the varying challenges of remote working, on-boarding new staff, a lack of cards and readers, and the rapid set-up of new locations. Imprivata OneSign Spine Combined Workflow Plus removes the workflow complexity of accessing the Spine by managing access automatically for the end user. Once users have been set up with a virtual smartcard, they can access all Spine-enabled applications without the need for a physical card or separate Spine authentication, providing they have logged in to Windows using two-factor authentication.

This addresses a number of issues with physical smartcards that are often seen as an inconvenient extra security barrier for clinicians when treating patients. Virtual smartcards eliminate workarounds, such as sharing login credentials or physical cards, which leads to improved security and compliance with NHS information governance standards, and increases clinicians' productivity, allowing them to focus more on patient care and less on technology.

HOW ARE THEY ISSUED?

1. The Imprivata Virtual Smartcard is generated using the same process as Registration Authorities (RAs) currently use to create physical cards. Instead of printing the card and either sending it to the user, or having them collect it, a virtual card can be created and held securely in the Imprivata appliance in a Trust's own infrastructure.

2. The virtual smartcard solution supports multiple role scenarios allowing users to switch their role quickly to support varying clinical functions. Virtual smartcards can be created rapidly at scale and deployed to users faster and more efficiently than traditional smartcards.

3. The Imprivata Virtual Smartcard is fully integrated with Imprivata OneSign and Imprivata OneSign Spine Combined Workflow Plus, as part of the Imprivata digital identity platform, to provide rapid time to value for Trusts, allowing clinicians to take advantage of fast access to patient data that balances security, efficiency, and usability, all without the need to use a physical smartcard.
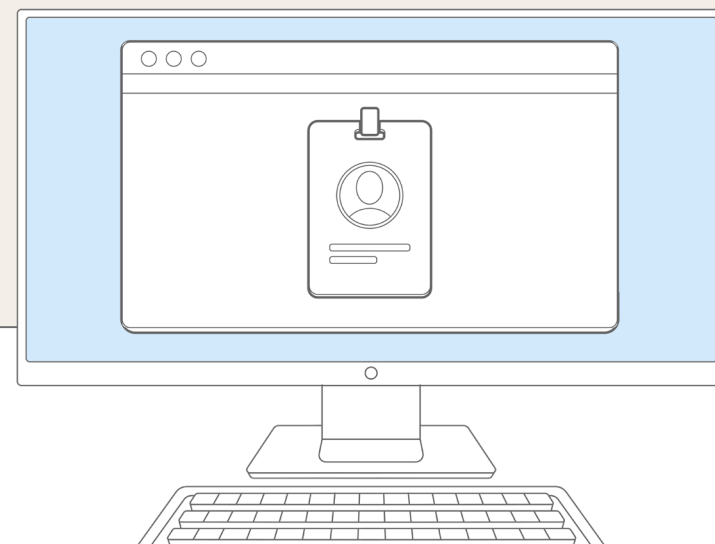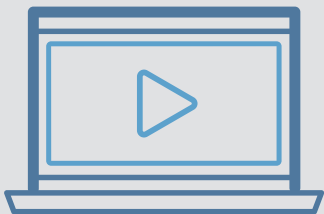
Imprivata Virtual Smartcard workflow

Imprivata OneSign Spine Combined Workflow Plus streamlines clinical workflows by delivering No Click Access® which replaces re-authentication methods, such as smartcards, and saves 20 seconds per Spine log on when compared to using a physical smartcard — a significant saving during a shift. Clinicians simply log in to their desktop and automatically sign in to their NHS Spine-enabled applications without typing a single username or password, or inserting a smartcard.
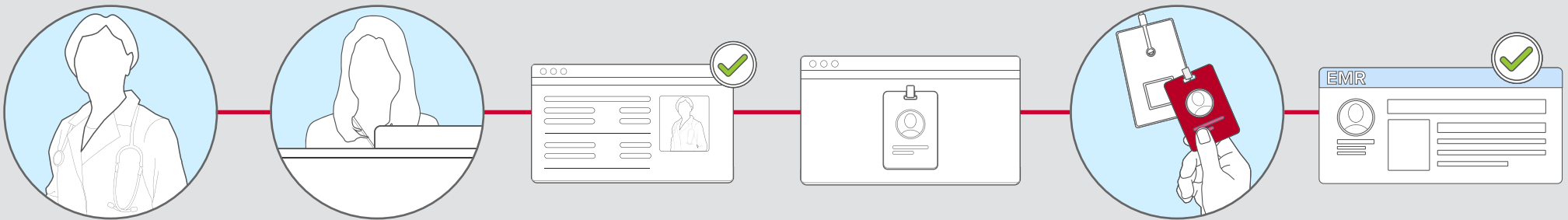
- Dr. Clark is a new doctor joining the hospital

- The RA verifies the identity of Dr. Clark (virtually or in person)

- The RA creates identity in the Care Identity service and issues the virtual smartcard

- The virtual smartcard is assigned to Dr. Clark's Imprivata OneSign user identity

- Dr. Clark uses Imprivata OneSign multifactor authentication to log in

- Dr. Clark has access to all applications, including Spine-enabled ones

SEEING IS BELIEVING: REAL WORKFLOW DIFFERENCES

This video shows how use of a virtual smartcard creates a far simpler process than the use of a physical smartcard. The new end user workflow translates into huge potential time savings.

WATCH THE VIDEO >

Day in the life: A case study

At South Tees NHS Foundation Trust, the Imprivata Virtual Smartcard was rolled out to clinicians working in a busy Diabetes Care Department. As an existing Imprivata customer, the configuration requirements and training for Registration Authority users took under an hour. First, a single virtual smartcard was generated, validated, and tested. When that process proved seamless, the Trust was able to start issuing virtual smartcards immediately and, within a couple of days, had issued virtual smartcards to all clinicians in the department.

**Clinician feedback:** "Quick, easy, and seamless"

Now, clinicians can tap on and access patient data and clinical applications requiring Spine access quickly and easily.

As the clinician moves on to the next patient, either the screen automatically fades to lock, or they tap out. When they reach the next patient, regardless of location, they repeat the process, with no waiting and no lengthy passwords to remember. They simply focus on patient care.

Benchmark time-savings across the NHS*: 20 minutes per person, per shift, based on 28 seconds per login.

Improved focus on patients: immeasurable.

" **The Trust is currently deploying Imprivata OneSign, so when we heard about Imprivata Spine Combined Workflow Plus, which includes Imprivata Virtual Smartcard, we were delighted as it solves a lot of issues for us. The pilot has been run in the Diabetes Care Centre, with positive feedback from clinicians. As well as providing a better experience for users, Imprivata Virtual Smartcard takes up significantly less resource for ICT, and we there are no issues with sourcing physical cards or card readers. "**

– Angela Hopton, ICT System Support Services Manager, Registration Authority, South Tees Hospitals NHS FT

*Imprivata clinical workflow time-savings studies across several NHS Trusts conducted up to 2020.
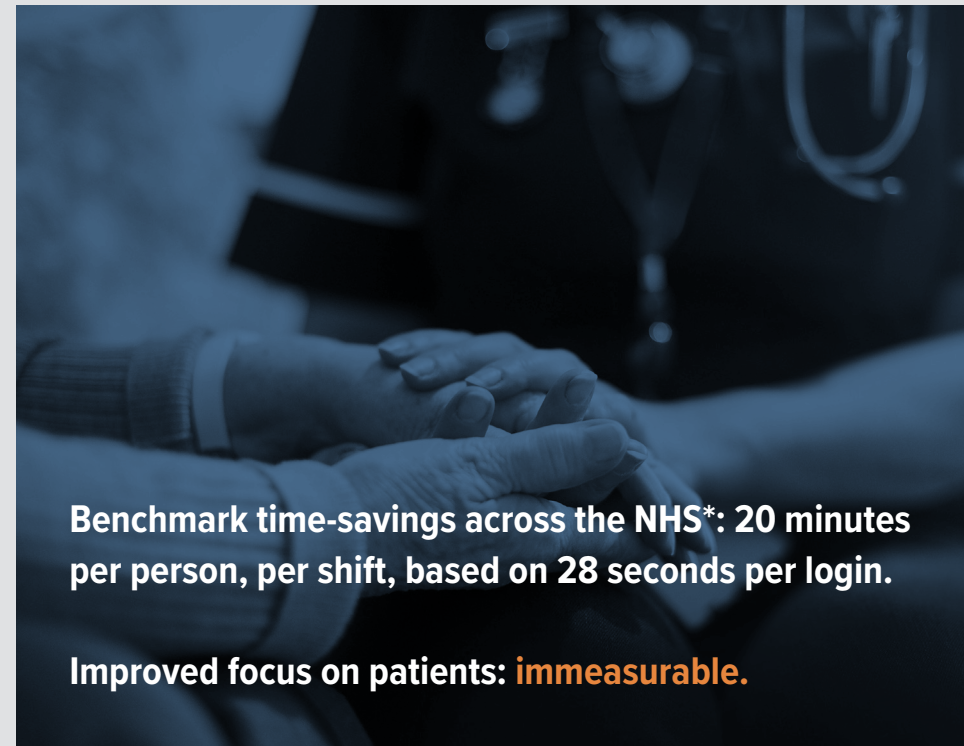
Let's get started: What's involved in the implementation process?

- Integrated in to Imprivata OneSign and the Imprivata appliance (OS 7.7 and higher)

- Minimal configuration needed, can be up and running within a day, Imprivata Professional Services team can help with implementation

- Uses same RA process as physical card, small amount of training on how to assign in Imprivata OneSign user interface

- Rapid time to value

Key features of Imprivata Virtual Smartcard

- A secure solution that will remove the challenges brought about by the need for physical smartcards and readers, remote working, and remote administration;

- Harnessing the power of Imprivata OneSign Spine Combined Workflow with virtualisation of the NHS Spine smartcard delivers an end-to-end secure Spine access solution; combining these two technologies allows for initial authentication to the Spine and near-instant re-authentication throughout a 12-hour shift

- Virtual smartcards are held securely on-premises in the hardened Imprivata appliance and benefit from the end-to-end security of Imprivata OneSign

- Works with common Spine-enabled applications such as EMRs

- No requirement for additional hardware or smartphones/devices; virtual smartcards will support the Imprivata multifactor authentication already in use

- An integral part of the Imprivata digital identity ecosystem

- Leverages state of the art, secure, and proven technologies for interoperability and optimum security

SEE IT IN ACTION >

MEASURABLE BENEFITS: TRY OUR ROI CALCULATOR

- Remove need to insert smartcard and enter pin saving 20 seconds per authorisation

- No need for personal devices or QR codes to authenticate

- Fully integrated in to existing Imprivata OneSign tap on workflows

- No chance for cards to be lost, damaged or stolen

- Remove need for costly hardware such as printers and physical cards

Physical smartcard access: NHS Spine Access Workflow is 8 steps and 25 seconds per login

Virtual smartcard access: 2 steps, and 2-3 seconds per login.

When multiplied by the number of Spine logins per shift, this is a significant time saving. Time that is released back to patient care.

To test likely return on investment for your Trust, try our ROI calculator here:

TRY OUR ROI CALCULATOR >

Key benefits for every NHS Trust

The Imprivata Virtual Smartcard provides fast, secure No Click Access to NHS-Spine enabled applications.

- Imprivata OneSign Spine Combined Workflow Plus is assured by NHS Digital and meets all of NHS Digital's requirements.

- It removes the need for physical smartcards, freeing up significant clinician time, allowing them to focus on patient care

- It can be deployed, at scale, in a fraction of the time taken for physical smartcards, and does not require additional card readers, or cards

- Virtual smartcards eliminate smartcard workarounds, improve security, and support NHS information governance standards

- Offers support for NHS Spine session roaming with, or without, a virtual desktop infrastructure (VDI), enabling a consistent user experience at the point of care, regardless of location or device

- Provides an exceptional user experience, meaning clinicians are keen to adopt the technology

Take a smarter approach to NHS Spine-enabled access

For more information about how Imprivata OneSign Spine Combined Workflow Plus and Imprivata Virtual Smartcard could help your NHS organisation to streamline clinical workflows and improve security, **contact us today** to arrange a demo and an ROI evaluation.