



Novell® Clinical Workstation A Novell Healthcare Solution

Healthcare providers are using new technologies to reduce medical errors and deliver better patient care. While these tools simplify the electronic management of patient data, they also require caregivers to manage multiple passwords, endure lengthy login periods and enforce compliance with HIPAA privacy and security policies. Novell® Clinical Workstation solves these problems, making the login process more efficient and allowing clinicians to focus on patient care.

Overview

Novell Clinical Workstation is a flexible solution framework that can be configured to meet the wide range of technology platforms and software used in the healthcare industry. The solution includes award-winning Novell technologies to ensure fast, secure, role-based and location-based access to key applications on a variety of devices.

Key features of Novell Clinical Workstation include the following:

- *Quick login and logout—measured in minimal seconds, not valuable minutes*
- *Single sign-on to most target applications*
- *Integration of strong authentication (biometrics and proximity)*
- *Cross-platform support for mainframe, fat- and thin-client, Web and Citrix-delivered applications*

- *Support for a variety of wired and wireless devices, such as handhelds, PCs and laptops*
- *Personalized Web-based desktop environment for secure, remote, anytime/anywhere access*
- *Incorporation of Context Management (CCOW) for fast, consistent patient identification across multiple applications, improved clinician ease of use and patient safety*
- *Self-service password management, and centralized management of user IDs and passwords*
- *Centralized management of user auditing for real-time monitoring and logging*

Solution Architecture

Novell Clinical Workstation provides vital features and functionality without requiring a replacement of existing systems.

■ Solutions:

Security and Identity

■ Products:

Novell Identity Manager



“The faster login and single sign-on capabilities provide the ability for our physicians to quickly access patient information and make critical decisions affecting patient care.”

Daniel Stross

*Regional Technology Director
St. John Health/AHIS Michigan Region*

“Our experience with Novell Consulting has been outstanding. They have a high degree of professionalism and really know the healthcare industry. They even delivered everything on time and within budget which is unusual in IT and very refreshing.”

Steve Banyai
C/O
Bridgepoint Health

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Novell Consulting® Services can develop a roadmap and a phased implementation to provide the most cost-effective and timely deployment, quickly demonstrating investment benefits.

The Clinical User's Experience

Clinicians often encounter a series of delays using their current technology: network logins, multiple passwords and login times ranging between 30 seconds and two minutes. Some clinicians skirt the system by sharing IDs and passwords or by using generic group IDs, but this violates HIPAA regulations that stipulate users must have a “unique identifier” when authenticating to systems that store protected health information (PHI). Calculating the time a clinician spends logging in and out reveals a significant amount of time wasted.

Healthcare organizations have been taking a “best-of-breed” approach when purchasing clinical systems, which places the burden on the end user to manage multiple IDs and passwords. With Novell Clinical Workstation, this burden is reduced as the user has only one password and ID to manage, allowing him or her to quickly log into and out of the workstation.

Personalization

Novell identity-driven solutions deliver the right information and right services to the right person at the right time. This role-based access control, included in Novell Clinical Workstation, utilizes the latest open-standards, identity-management and portal technologies to deliver a personalized, browser-based desktop (or Webtop) to the end user. This provides a consistent look and feel, both internal and external to the enterprise.

Simplified Administration

Reduced sign-on strategies have many benefits. For example, the self-service password-reset feature significantly reduces the number of helpdesk calls related to forgotten or expired passwords. If there are multiple facilities and administrators spread out across the enterprise, delegation of administration can be based on a person's role. Support and security policies generate the appropriate audit trail.

Proven Solutions

Novell Clinical Workstation is part of a broad range of healthcare solutions that include identity management; physician, patient and employee portals; data and application integration and other foundation offerings. With Novell as a partner, healthcare organizations can deploy the right solutions with confidence.



Contact your local Novell Solutions Provider, or call Novell at:

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