



# Enloe Medical Center

Physicians and clinicians at Enloe Medical Center were frustrated by having to remember multiple passwords to access patient care applications. The center implemented Novell® SecureLogin to provide single sign-on access, reducing passwords by 85 percent and login times by 60 percent. The medical center also improved its ability to comply with increasingly stringent HIPAA requirements.

### Overview

Enloe Medical Center is a 391-bed hospital serving more than 400,000 residents in a six-county region in Northern California. With 2,400 employees, the center offers a full continuum of health services ranging from preventative education and outpatient services, to acute care, behavioral health, inpatient and outpatient rehabilitation, urgent care, home health and hospice services.

### Challenge

Clinicians at Enloe Medical Center often had to remember an average of six passwords to access patient care applications. This resulted not only in frustrated end users, but also excessive password-related calls to the helpdesk.

Maintaining the security of confidential information is also critical for Enloe Medical Center. There was concern that users could log in to an application from a kiosk and then step away, leaving the application session open for unauthorized access. Enloe Medical Center wanted to simplify access with single sign-on to its many applications, as well as improve safeguards for overall security to comply with HIPAA requirements.

### Solution

Enloe Medical Center commissioned an overall study of several single sign-on solutions, including those from Forward Advantage, Sentillion and Imprivata, before selecting Novell SecureLogin.

“We selected Novell SecureLogin because it’s flexible, scalable and seamlessly integrates with Microsoft\* Active Directory\*, without requiring any extra servers or appliances,” said Jim Hauenstein, CIO of Enloe Medical Center. “This was an important factor as most of our 100 applications run on Active Directory.”

Working with KIS, a Novell Platinum Partner™, Enloe Medical Center implemented Novell SecureLogin to provide single sign-on access to patient information. Clinicians now have one user ID and password to access applications via a Citrix\* portal including MEDITECH, ChartMaxx, McKesson PACS and MIDAS+ Care Management. The medical center also implemented CareFX to provide users with access to in-context views of multiple patient applications.

### Enloe Medical Center at a glance:

*Medical center serving 400,000 residents in northern California*

#### ■ Industry:

Healthcare

#### ■ Location:

United States

#### ■ Products and Services:

Novell SecureLogin

#### ■ Results:

- Reduced login times by 60 percent with single sign-on access to applications
- Reduced number of passwords by 85 percent with single user ID and password
- Improved security and ability to comply with stringent HIPAA requirements

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#### Jim Hauenstein

CIO

Enloe Medical Center



**“With increasingly stringent HIPAA requirements, we simply cannot afford a security breach where confidential patient information can be compromised and fines can reach \$100,000. Novell SecureLogin has not only simplified user access, but also greatly improved the security of our information and our ability to complete timely audits.”**

**Scott Hill**

*Application System Analyst, Information Services*  
Enloe Medical Center

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“KIS has been a great partner in providing the right expertise and methodology to implement our single sign-on solution,” said Scott Hill, Application System Analyst in Information Services at Enloe Medical Center. “They gave us a quick start on the development. We plan to continue integrating new applications because anything we can deploy in our Citrix environment, we can now deploy with single sign-on.”

With a single user ID and password, physicians and clinicians no longer need to remember multiple passwords to log into four different clinical applications. Simplified access has greatly reduced the number of password-related calls to the helpdesk, freeing up the IT staff to work on more important projects.

“Novell SecureLogin gives our users fast access to what they need to provide timely and quality patient care,” said Hauenstein. “Our physicians absolutely love it, particularly the simplified access from their homes and offices. Having happy users has resulted in greater efficiency and easier access for clinicians, which we expect will benefit patient care.”

Novell SecureLogin has also improved the medical center’s ability to comply with HIPAA requirements. In the past, applications would time out after 30–40 minutes, posing a security risk if a nurse stepped away from a kiosk. Applications now time out after a few minutes to safeguard information and prevent unauthorized access.

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breach where confidential patient information can be compromised and fines can reach \$100,000,” said Hill. “Novell SecureLogin has not only simplified user access, but also greatly improved the security of our information and our ability to complete timely audits.”

“Novell SecureLogin was truly the right fit for Enloe Medical Center as it can easily scale and allow the organization to keep pace with emerging Web applications,” said Howard Shapiro, Principal of KIS. “Novell also provides the best option as the medical center moves toward identity management. Unlike other single sign-on vendors, Novell can provide Enloe with a comprehensive solution from a single vendor.”

## Results

With Novell SecureLogin, Enloe Medical Center can provide its users with single sign-on access to applications, reducing passwords by 85 percent and login times by 60 percent. Clinicians and physicians no longer need to remember multiple passwords and can provide more timely patient care.

Novell SecureLogin has also increased the security of patient information. Enloe Medical Center’s Citrix portal now times out after three minutes, which minimizes security risks and increases the medical center’s ability to comply with strict HIPAA requirements.

“The biggest benefit with Novell SecureLogin has really been the reduction in user frustration,” said Hauenstein. “We are no longer at odds with our users over moving forward with advanced clinical applications because they know we can continue to provide them with simple, easy access.”



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

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