Healthcare organizations are rapidly transitioning from paper to electronic medical records. With this transition, more and more applications are being introduced into the clinical environment necessitating clinicians to keep track of multiple passwords while also needing to search for the same patient record in various applications. Caradigm Single Sign-On and Context Management suite is purpose-built for healthcare to simplify clinician workflows. The suite minimizes clicks, simplifies authentication and directs the clinician to the appropriate patient record in about the time it takes to flip the page of a paper chart. The suite unifies single sign-on, role-based application access, patient context management, multi-factor authentication and centralizes auditing into a fully integrated clinical workstation solution.

### KEY FEATURES

#### Single Sign-On (SSO)
- Single sign-on to business and clinical applications.
- Fast user switching on shared devices.
- No-click EMR access.
- One-click application access.
- SSO-enabled applications can be launched from anywhere on the desktop.
- Multi-factor authentication options.

#### Launch pad
- Intuitive role-based task bar to organize SSO & non-SSO enabled applications.
- Customizable action buttons.
- Option to auto-hide or disable the task bar.

#### Re-authentication
- Re-authentication for rapid order signing.
- Biometric and token support for Electronic Prescriptions for Controlled Substances (EPCS).

#### Badge Access
- Works with existing passive proximity badges and smart cards.
- Supports session roaming with a tap of the badge.
- End user badge self-enrollment.

#### Enterprise Grace Period
- Configurable grace period to allow single gesture login.
- Clinicians use a badge tap to logon, sign orders and lock the client device.

#### Desktop Virtualization
- Device independence via Citrix, VMware and RDS (Remote Desktop Services) including session roaming.
- Tracking and cleanup of applications running in the VDI (Virtual Desktop Infrastructure) environment upon user change.

#### Context Management
- Patient-centric navigation between disparate clinical systems.
- Many levels of context sharing including, user, patient, encounter, observation and custom context subjects.
CCOW Compliance
• Plug-and-play connectivity with over 120 HL7 CCOW-compliant applications including applications from Allscripts, Cerner, Epic and GE.

Rules Based Patient Mapping Agent (RBPMA)
• Maps patient medical record numbers from various applications.
• Customizable translation rules for the patient number mapping.

Self-Service Password Reset
• Provides users a way to reset their forgotten enterprise password.
• Minimize calls to the IT help desk.
• Challenge questions can be configured by the System Administrator.
• User responses are masked for added security.

Advanced Administration Tools
• Web-based administration console.
• Comprehensive administrative toolkit for deployment and management of client devices.
• Centerally managed client configurations.

Bridge Wizard
• Intuitive tool for automated point-and-click application enablement.
• Extensible toolkit for connecting to any business or clinical application.

Active Directory (AD) Synchronization
• Integrated AD synchronization for changes to user records.
• New AD users can be automatically enabled for SSO into clinical and business applications.

Vault Synchronization Service (VSS)
• Built-in server replication service for linking back-end server clusters for disaster recovery.
• Changes to user data & application bridges can be replicated across facilities and datacenters.
• Option to setup centralized backup system.

High Availability
• Designed to operate in mission critical 24x7 operations.
• Backend Vault server clusters consist of independent nodes to minimize service interruptions.
• Scalable and reliable with automated built-in load balancing and replication.

Business Continuity & Disaster Recovery
• The end-to-end system is designed to respond to various fail over scenarios.
• Hot standby options for business continuity in the event of a Vault failure.

Privacy Auditor
• Umbrella reporting across all applications.
• Centrally monitor access to electronic patient records.
• Increases control for regulatory compliance (e.g. HIPAA, SB 541, etc.).
• Accelerates time to complete external and internal audits.
• Gain insight into system use and monitor patient privacy.
• Pre-packaged with standard reports that are web-based and interactive.
• Report data can be exported into various formats.
• Option to build custom reports.
# Technical Overview

## System Specifications

| Workstation Models | • Shared Workstation Model for fast user switching with auto logon Windows account.  
| | • Roaming Desktop Model.  
| | • Personal Workstation Model for full Windows profile.  
| | • Multiple Sessions to support simultaneous, multiple users on same workstation with full Windows profile.  
| Client OS Support | • Windows 7 (32-bit or 64-bit)  
| | • Windows Embedded Standard 7  
| | • Windows XP, SP3 (32-bit)  
| Remote Desktop OS Support | • Windows Server 2008 (32-bit or 64-bit)  
| | • Windows Server 2008 R2  
| Virtualization Support | Published desktops and applications via Windows Terminal Services and Citrix. Virtualized desktops via Citrix, VMware VDI and Microsoft Hyper-V  
| Launchpad | Role-based application task bar with recent patient list, lock & logoff buttons along with other configurable options.  
| Badge Access Readers | Readers manufactured by RF IDeas and OMNIKEY.  
| Badge Support | Supported readers are compatible with nearly all 125kHz and 13.56MHz contactless cards/smart cards/tags/labels. Partial list of supported badge types include AWID, HID, iCLASS®, Indala and Casi-Rusco.  
| Passive Proximity Card Provisioning | End user self-provisioning.  
| Active Directory Password Reset | Support for self-enrollment with administrator configured options.  
| Application Automated Provisioning | Native integration with Caradigm ProvisioningTM solution and other provisioning solutions via the Caradigm Single Sign-On & Context Management API.  
| Application Self Provisioning | Password learning on first logon for bridged applications; passwords not required for HL7 CCOW compliant applications.  
| Application Bridge Building | Interactive point-and-click Wizard to build SSO and Context Sharing bridges for web, Windows and terminal applications. Event-based API can respond to any application event.  

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TECHNICAL OVERVIEW

**HL7 CCOW Support**
Out-of-the-box support for context sharing between clinical applications.

**Number of Concurrent Sessions**
2,500 sessions per Vault.

**Vault Operating System**
Linux CentOS

**Vault Datastore**
OpenLDAP. Password are stored with AES 128-bit encryption

**Vault Management Protocol**
SNMP

**Achievable Uptime**
99.999%

SERVICE & SUPPORT

**Implementation**
Our fixed-fee implementation is a shared-risk model where the costs and scope are assessed up-front with the goal of a successful go-live. Unlike the cookie-cutter approach common for SSO implementations, Caradigm tailors its services to the needs of your organization including knowledge-transfer via hands-on training to ensure that your IT team is equipped to support and advance the solution for years to come.

**Training**
Caradigm provides resources on-site during implementation to facilitate knowledge transfer to your IT team. After your initial roll-out we offer a combination of self-paced online courses, instructor-led online classes, and instructor-led classes at our training facility in Andover, targeted for all levels of technical competency.

**Support**
Caradigm’s Product Support Team provides 24x7x365 support and is staffed by engineers who have an average of ten years’ experience providing technical support. We implement and support all elements proposed in our total solution via a single contract.

MORE INFORMATION

Contact us at: info.caradigm.com

Visit us at: www.caradigm.com

About Caradigm

Caradigm is a healthcare analytics and population health company dedicated to helping organizations improve care, reduce costs and manage risk. Caradigm analytics solutions provide insight into patients, populations and performance, enabling healthcare organizations to understand their clinical and financial risk and identify the actions needed to address it. Caradigm population health solutions enable teams to deliver the appropriate care to patients through effective coordination and patient engagement, helping to improve outcomes and financial results. The key to Caradigm analytics and population health solutions is a rich set of clinical, operational and financial data delivered to healthcare professionals within their workflows in near real time. This data asset serves as the foundation for a growing number of innovative healthcare applications developed by Caradigm and industry partners, providing rapid incremental value to customers.