



2FA Case Study

Iron County Medical Center

About Iron County Medical Center

Iron County Medical Center (ICMC) in rural Missouri is proud to offer professional emergency care services as well as inpatient and outpatient care services. The residents of Iron County have trusted Iron County Medical Center for all their healthcare needs for years. Whether you need an annual checkup or a surgical procedure, the skilled team of professionals delivers “compassionate care, close to home.”

The Challenge

High login frequency caused workload and inefficiency

Iron County Medical Center (ICMC) is a critical access hospital with limited resources. However, its security needs and responsibilities continue to grow daily. To ease the current burdens of the medical staff and meet Health Insurance Portability and Accountability Act (HIPAA) requirements, ICMC needed an affordable and secure authentication solution. The medical staff was burdened with typing passwords to constantly unlock computers and electronic health records (EHR). Assuming a team member uses three different computers within one hour and completes every task without interruption, they would need to enter login credentials at least six different times. With a staff of at least 20, there could be as many as 120 logins an hour, creating notable frustration and inefficiencies.

HIPAA requirements increased security pressure

The HIPAA requirement of locking unattended computers can easily double the number of logins within a single hour. As a designated critical access hospital, new security measures and processes were needed to optimize workflow and enhance the overall efficiency and security of the entire facility.

Lack of unified authentication and password management tools

Iron County Medical Center wanted to implement multi-factor authentication, while adhering to HIPAA's requirement of locking unattended computers and generating reports of computer login activity. In addition, the center aimed to establish a single sign-on option so medical staff could continue transcribing and note taking from any workstation in the clinic. Finally, ICMC required a password manager to auto fill usernames and passwords within a virtual desktop to reduce the number of logins.

The Solution

Proximity-based authentication to meet HIPAA compliance

After researching and testing several different solutions, GateKeeper was the clear favorite to increase security and save the medical staff from repeated logins. GateKeeper's proximity authentication ensures all computers in the family care clinic are locked when unattended, thus satisfying HIPAA compliance.

Security with two-factor authentication and detailed audit reporting

Security was further increased by enabling 2-factor authentication on all GateKeeper-enabled computers. Each user's unique token is monitored by the GateKeeper software, which provides detailed audit reports of individual logins for remote and desktop sessions.

Seamless virtual desktop workflows and password management

Likewise, ICMC launched Windows Terminal sessions to enable virtual desktops (or remote sessions) for all team members. The medical staff's work remains active in the virtual desktop, which can be paused and continued from any PC. The Untethered Labs team developed the GateKeeper Remote app, a new feature to work exclusively with Windows Terminal Server that enables web credentials on remote sessions. The medical team's password manager now follows them on any GateKeeper-enabled computer and within the virtual desktop as well. Each time a nurse accesses an electronic health record, the credentials are auto-filled.

Before and After GateKeeper

BEFORE

- Employees were typing passwords over 120 times an hour to unlock PCs and EHRs.
- HIPAA doubled the number of logins and required auditing access logs.
- Needed a cost-effective authentication solution that didn't increase burdens on employees.

AFTER

- Log in to any PC, website, or software automatically with your key.
- HIPAA requirements such as locking PCs and 2FA are automated.
- All login activity is automatically logged for auditing purposes.

The Results

Stronger security and fully integrated authentication controls

Immediately after implementing the GateKeeper Enterprise software at ICMC, the IT team integrated multi-factor authentication, auditing, privileged access controls, password management, and proximity-based workstation auto-lock security.

Faster workflows and significantly improved staff productivity

Training the nursing team to use the GateKeeper tokens for authentication was brief, and the team has communicated that they cannot imagine returning to the previous workflow. Thanks to GateKeeper password manager being available on every GateKeeper-enabled computer, entering passwords to access EHRs has become a thing of the past. Everyone from the medical staff to network administrators has recognized an increase in the team's productivity.

HIPAA compliance, improved reporting, and measurable cost savings

HIPAA compliance is met by automatically locking unattended computers. ICMC no longer relies on staff to remember or implement disruptive timeout policies. Additionally, the auditing features built into GateKeeper Hub allow the IT team to generate user login and logout activity reports. Reports can be generated daily, weekly, monthly or on demand.

The entire ICMC team is gaining back 75 to 95 minutes every day to perform critical business functions and dedicate to patient care simply by eliminating the requirement to enter passwords to unlock computers and electronic health records. As a critical access hospital in a rural location, it is important to keep costs low and employees as efficient as possible. As a direct result of implementing GateKeeper to optimize workflow, ICMC is saving an average of \$1,600 a month – or more than \$19,000 per year – simply by reducing the number of logins through automation.

"Using the GateKeeper Enterprise software has raised our standard of security for our employees beyond initial expectations."

– Mark Natale, IT Coordinator



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For more information on GateKeeper Proximity, visit gkaccess.com

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