

EXTENSION® HealthID™ Frequently Asked Questions

1. What is the EXTENSION® HealthID™ smart card solution?

- The EXTENSION® HealthID smart card is a patient identification and information exchange solution. The card itself is similar in size and shape to that of a credit card. The face of the card includes, by default, a patient's name, photo ID and an identifying serial number. The back of the smart card includes a magnetic stripe (mainly for legacy applications) and a barcode. Certain organizations may wish to include different identifying information on their cards. The inside of the EXTENSION® HealthID™ smart card includes a complex microprocessor that is built to work like a computer without the human interface.

2. What is the value in the EXTENSION® HealthID™ smart card solution?

- Reduction of fraud and patient misidentification
- Reduction of human-input errors, duplicate patient entries and administrative costs
- Reduction of denied, delayed or lost insurance claims
- Brand loyalty from patients who choose a provider because they are no longer required to fill out paperwork before receiving medical attention
- Improves registration process by providing electronic patient registration and signing of HIPAA forms
- Streamlined operational processes and improved clinical workflow
- Improves physician and referring physician satisfaction
- Positive word-of-mouth marketing by satisfied patients and referring physicians which build strong brand awareness in the community
- Enhanced opportunities to work with insurance payers
- Patients are securely and accurately linked to their personal medical records across multiple institutions and care providers

3. What are the HealthID™ smart cards main features and functions?

- The solution interfaces with HL7 so a large number of HL7 messages including demographics, patient visits, diagnosis problems, allergies, medications, schedules and patient identification can be read and can be written to cards
- The cards includes a PKI-enabled security mechanism
- The EXTENSION® HealthID™ solution meets ISO 7816 standards which is the most referred to standard for smart cards. This standard sets requirements for physical characteristics of integrated circuit cards, dimensions and location of the contacts, electronic signals and transmission protocols, and inter-industry commands for interchange.

4. Can you currently add an application to an existing HealthID™ smart card that has already been distributed?

- Additional applications can be added to an existing card. This, of course, requires the development of the additional applications and a fee will be incurred.

5. Do the EXTENSION® HealthID™ smart cards work among multiple facilities?

- Yes, the EXTENSION® HealthID™ solution includes support for multiple organizations sharing the same card. Those organizations must share the encryption key that allows access to the card and provides a means to ensure common data (demographic, allergy insurance information and more) is available to all. Organization specific data (clinical data such as labs, etc.) can be restricted to the responsible organization. This provides a well-designed means to share data among organizations on demand which therefore eliminates the need for costly health information exchange (HIE) solutions.

6. Will the HealthID™ solution work with mail systems outside of Microsoft Exchange?

- We currently support any SMTP compliant mail relay and the iCalendar standard in addition to Microsoft Exchange.

7. What guaranteed level of security is integrated into the EXTENSION® HealthID™ solution?

- The smart cards include PKI-enabled encryption. If an organization wishes to include VeriSign authentication it can be included for an additional cost.
- The EXTENSION® HealthID™ smart card has integrated security mechanisms so that the microchip embedded in the card and its data are resistant to physical tampering.
- Only clinician's or staff with certain privileges can access data components on the EXTENSION® HealthID™ smart card.
- The face of the smart card shows a patient's digital photo as to ensure accurate identification and to prevent identity theft or fraud
- A patient must enter their Personal Identification Number (PIN) to gain access to the information on the card, allowing for an additional level of security of patient records and accurate patient identification. By issuing a card and a PIN, a patient is guaranteed two-factor authentication.

8. Is the EXTENSION® HealthID™ smart card HIPAA compliant?

- Yes, our solution ensures that an individual's health information is properly protected and that individuals can control how their personal information is access and used. The EXTENSION® HealthID™ solution includes encrypted patient data for HIPAA/JCAHO compliancy.

9. What are the most common interface engine data sources that EXTENSION® works with?

- The EXTENSION® HealthID™ solution communicates with any HL7 interface engine such as Cloverleaf, eGate, Openlink or the like

10. What are the most common Hospital Information System (HIS) applications that EXTENSION® solution communicates with?

- EXTENSION® HealthID™ directly communicates with the interface engine and indirectly communicates (via the interface engine) with HIS applications such as Cerner, Epic, MediTech, McKesson or the like

11. How much memory do the EXTENSION® HealthID™ smart cards have?

- By default, the cards hold 72 KB. An organization may choose to distribute patient cards that hold as much as 144 KB but additional fees will apply.

12. How complex is the EXTENSION® HealthID™ smart card implementation?

- We have purposefully created a simple installation solution requiring 1 to 2 engineering resources, mainly for testing.

13. How much will it cost an organization to implement the EXTENSION® HealthID™ solution?

- EXTENSION® currently offers two pre-package, pre-priced solutions. The key variable is the number of beds in a given hospital. As it is today, EXTENSION® offers a <100 bed pricing model and a >100 bed pricing model. The EXTENSION® team and their partners would be happy to elaborate if you are interested in additional pricing information.

14. Does a hospital issue their own cards or should they outsource a third-party card issuance company for this service?

- A hospital can provide local issuance; however, over time, this may become a task greater than the hospital wishes to execute locally. In this event, the hospital may choose to use a third-party card management company, such as Medavante or the like.

15. Does the EXTENSION® HealthID™ solution include a kiosk or card reader?

- EXTENSION® does not currently offer a kiosk as part of the HealthID™ solution. Interested parties should research kiosk vendors such as Vecna Technologies, who has earned the official AHA (American Hospital Association) endorsement, to learn which kiosk vendor is best suited for their organization.
- EXTENSION® does not currently provide a card reader with the HealthID™ solution. Inexpensive card readers are offered by a variety of vendors and are often times included in laptops.

16. What happens if a patient is incoherent or incapable of presenting or inserting their smart card into a card reader of kiosk?

- In the event that a patient is incapable of inserting their card and entering their PIN, a “break glass” scenario exists so that a physician with certain credentials can access the patient’s records.

17. How is the EXTENSION® HealthID™ smart card better than the competition?

- The EXTENSION® HealthID™ smart card solution is a self-contained, appliance-based solution that includes PKI-enabled security for a high-level of protection
- The appliance-based model is easy to implement
- Workflows within the EXTENSION® Engine are designed to allow you the freedom to create data views that fit your organizations specific needs. Other systems provide you with canned solutions that don’t always do exactly what you want. EXTENSION® workflows can be completely customizable.

18. Has the EXTENSION® HealthID™ solution earned any industry awards or recognition?

- EXTENSION’s HealthID™ solution is exclusively endorsed by the AHA.
For more information click here (link to HealthID product lit) (also will need to add the AHA logo)

19. Who at EI can I contact for more information on HealthID™ or to inquire about becoming a HealthID™ reseller?

- Our sales team is happy to answer your questions about HealthID™, becoming a Health™ certified reseller or about finding a partner in your local area.
- You can call us anytime at 877-207-3753
Email us at sales@opentheredbox.com