okta + Cerner®

Enabling Seamless and Secure Patient Portal Experiences

The introduction of new tools and technologies is dramatically improving patients' access to healthcare. Patients now have more choice in their healthcare options, including how they interact and communicate with physicians, request and refill prescriptions, and manage their overall health and well-being. Healthcare organizations need to offer high-quality, consumer-grade digital experiences, or risk losing long-term patient relationships. Okta and Cerner can help.

Patients want always-on access to resources surrounding their healthcare, including their own records. Patient portals are designed to support that need by providing a modern, digital, self-service healthcare experience that improves care coordination and empowers patients, while supporting healthcare providers with robust engagement tools to better communicate with their patients.

Today, Okta, the leading independent provider of identity for the enterprise, integrates with Cerner, a global leader in health care technology, to ensure that patient access to portals is easy, without compromising security or exposing patients' sensitive private health data to unauthorized users.

How Okta + Cerner Work Together

Okta's Single Sign-On (SSO) and Okta's Multi-Factor Authentication (MFA) integrate with Cerner's patient portal solution, *HealtheLife*[SM], to make it easy for patients to engage in their health, on their own time.

Okta + Cerner work together so you can:

- Provide simplified, secure access to healthcare records both to patients and healthcare providers, and consolidated health data to authorized hospital staff

- Facilitate better coordinated care, by centrally controlling patient data that can be accessed by multiple hospitals, doctors, and other healthcare team members

- Realize the promise of portals for patients, families, and care teams, so they can be better informed and active in their own healthcare decisions
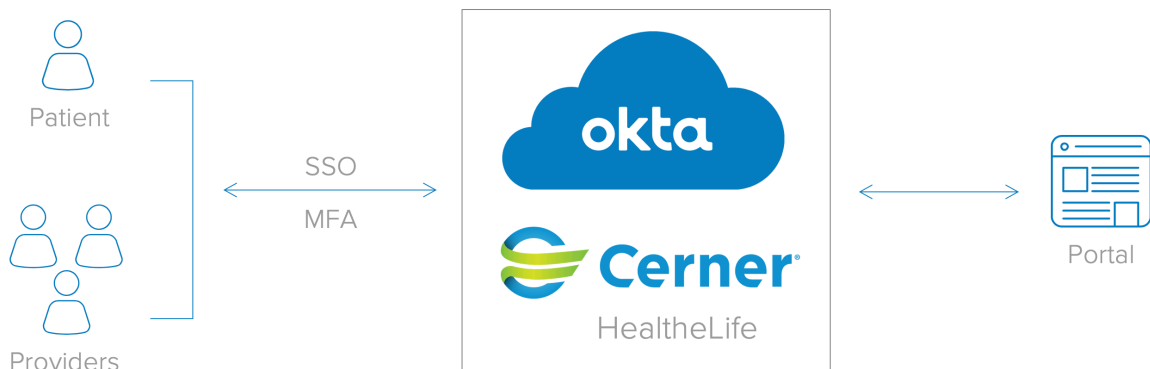
Patient portals not only help patients—they provide benefits to the entire healthcare team:

Build Long-Term Patient Relationships

Effective online tools and services help build long-term patient relationships. With 24/7 access to healthcare records and tools, portals give patients and their families the opportunity to be more empowered and engaged in their own care, while offering healthcare providers a way to extend quality care online.

Save Time and Money

Portals reduce operating costs and increase patient satisfaction through automation and self-service. For example, portals give patients the ability to schedule appointments online, opening up staff time to focus on other areas of the patient experience. Portals can also send automated appointment and billing reminders, reducing patient no-shows and late payment penalties, and saving time for healthcare professionals. And with Okta's SSO, patients can easily reset their own passwords, without the need to contact their physician's office to request password resets.

Streamline and Secure the Login Experience

Simply rolling out a portal isn't enough. Patients expect to be able to log in once and access all the online services they need, without having to re-enter their credentials every time they access a new section of the portal. Okta's SSO integrated with Cerner ensures that portals can be seamlessly connected, so that when patients log in, they can

access all the information they need (medical records, billing, scheduling, and more), all in one place.

In addition, adding Okta's MFA to Cerner gives healthcare organizations the option to verify the patient's identity before granting access to health care records, bills, and other protected Protected Health Information (PHI), personally identifiable information (PII), and other sensitive information.

A Powerful Patient Portal Experience

The Okta + Cerner integration simplifies authentication, seamlessly streamlining logins across portal services, and puts all relevant information at a patient's fingertips for a vastly improved user experience.

With Okta + Cerner, hospitals can:

- Empower patients with self-service information and tools for collaboration with their healthcare professionals
- Enable healthcare providers to develop strong, long-term communication with patients, efficiently centralizing data and conversations to improve the patient experience
- Introduce new services into the portal, without compromising the security perimeter

For more information on this integration, go to okta.com/partners/cerner
If you have questions, please contact our sales team at okta.com/contact-sales