



NORTHWEST VISION INSTITUTE

QwickAccess 



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Supervisor
Northwest Vision Institute

Northwest Vision Institute is an independent clinic that's been providing the Bellevue, Washington's east side with top quality eye care for over 25 years. Using some the most advanced technology surgical techniques, their award-winning providers help patients achieve the best vision and lifelong eye health. Their services include dry eye treatment, LASIK, cataract and refractive surgery, and other optical services.

THE CHALLENGE

Clinicians at Northwest Vision Institute frequently see patients in different rooms. However, reliance on logging in with traditional username and password login credentials was making it difficult to roam between rooms throughout the day. Everytime a clinician saw a patient or left an examination room, he or she was required to physically login and logout of the computer.

The manual process also meant clinicians had to remember their passwords—a fact that had become a problem. Account lockouts resulting from failed password attempts were causing IT personnel to spend an excessive amount of time resetting passwords. Furthermore, it delayed clinicians' access to resources when seeing patients.

It was clear: Northwest Vision Institute needed a proximity badge access solution that would decrease the number of password lockouts clinicians were experiencing and allow them to easily roam from room to room.

SOLUTION

After discussing their needs with different vendors, Northwest Vision Institute decided on HealthCast QwickAccess. With QwickAccess, clinicians no longer have to manually type in their usernames and passwords, they simply tap their proximity badges on the badge scanner to automatically login to workstations.



When finished, a second tap of a badge effectively locks a clinician's session, keeping patient information private and secure. Unique proximity badge functionality also allows clinicians to tap-over another user's active session if a clinician needs to use a workstation that another user is already logged into. A simple tap of a badge simultaneously secures the previous user's session, while logging in the new user.

RESULTS

With QwickAccess, Northwest Vision Institute now benefits from a more efficient and streamlined workflow. Instead of manual logins and forgotten passwords, providers are able to login in a matter of seconds. Not only do providers have more time to spend with patients, but password lockouts have been reduced from two or three times a day to only once per week.

"Our workflow has become much smoother now that we can move from room to room with ease," explains one supervisor.

From an IT perspective, QwickAccess was a painless installation and deployment, allowing IT Personnel to focus on other priorities. Instead of registering users and recovering forgotten passwords, IT personnel simply issue proximity cards and then, clinicians are able to register themselves and begin using QwickAccess in a matter of minutes.

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