



Protecting the Community of Care with HID SAFE™

INTELLIGENT PATIENT VISITOR MANAGEMENT MINIMIZES THREATS AND ENHANCES OPERATIONAL EFFICIENCIES

In the wake of the coronavirus pandemic, today's hospitals and healthcare facilities are tasked with not only protecting their staff, patients, and visitors from everyday threats, but also infectious disease. Visitor and staff management systems allow hospitals to secure a perimeter for access and minimize potential threats, allowing staff to focus on patient care, and improving the on-site experience for patients and visitors.

CHALLENGES

Our client is a teaching hospital and Level I Trauma Center located in a Midwest metropolitan area. As a part of a regional health network that includes four other hospitals, our client's main campus alone experiences over 870,000 outpatient visits, 70,000 emergency visits, and 31,000 inpatient admissions annually. With a continuous flow of staff, visitors, and patients on premises, the hospital's key goal was to decrease workplace violence and improve quality of patient care.

Key challenges that were addressed at this hospital included:

- Establishing a secure perimeter through the use of turnstiles and an intelligent patient and visitor management solution
- Managing the entire visitor lifecycle from the time the visitor or patient enters the hospital to the time that they leave
- Decreasing the amount of workplace violence occurring on the floor and within units by deterring it at the point of entry

SOLUTIONS

The hospital implemented the HID SAFE™ Intelligent Patient Visitor Management to automate and manage patient and visitor management after hours.

Key components of HID SAFE offered to the medical center include:

Intelligent Patient and Visitor Management Solution

HID SAFE's intelligent patient and visitor management solution allowed the hospital to shift the responsibility of visitor management from hospital staff and physicians within the hospital, to security staff stationed at the hospital's designated after-hours entrances. Visitors seamlessly check in at one of two designated after-hours entrances by presenting photo identification to security, along with the reason for their visit. The security officer takes a digital scan of the visitor or patient's identification and HID SAFE's web-based program automatically detects the information on their identification, creates a visitor profile for that person, and integrates with the hospital's records system, Epic, to validate the person's identity and issue a printed credential—all in under 60 seconds.

Integration with Turnstiles

The hospital defined their secure perimeter using credential-operated turnstiles. HID SAFE Intelligent Patient Visitor Management integrates with most physical access control systems initiatives. Credentials issued at check-in are printed with a barcode that the visitor or patient can immediately begin to use to grant access to hospital's secure perimeter beyond the lobby or security checkpoint. In this case, our client chose to print credentials on a self-expiring adhesive badge; however, the intelligent patient visitor management system is also compatible with rigid badges as well.

Identity Lifecycle Management

Our client's visitor policy requires credentials to be scanned at designated entry points to enter and exit the hospital after-hours. HID SAFE Intelligent Patient Visitor Management automatically signs an individual in and out of the visitor record in real-time as they use their credential. In the event of an emergency, HID SAFE also stores a current photo of the hospital's visitors, taken during check-in, which allows authorities and staff to have a current description of visitors that they need to contact.



Clear Credentials

Through providing all visitors with a credential upon check-in, HID SAFE helped define two types of people to staff members on duty: those with credentials and those without credentials. With visitors required to receive credentials when visiting the hospital after-hours, staff reported a 17.65% increase in ease of differentiating patients, staff, visitors, and vendors. Additionally, a 15.93% increase in comfort with addressing those not complying with the hospital visitation policy was reported by staff members.



RESULTS

By implementing HID SAFE's intelligent patient visitor management solution, our client was able to take control of their environment, restricting access to external parties who did not have an appointment or a valid reason to enter the premises. Following a successful trial period at their main campus, the hospital expanded the use of intelligent patient visitor management across other locations in their health network.

The hospital has achieved the following results utilizing HID SAFE:

- **Enhancing operational efficiencies:** With HID SAFE's quick and seamless validation of individuals looking to seek entry to the hospital's premises, the hospital has been able to successfully add on additional security measures such as metal detectors.
- **62% reduction in physical visitor events:** During the inaugural year of our client implementing HID SAFE, 2,000 dangerous items were confiscated during screening. An additional 700 individuals refused entry upon being asked to be screened once asked to provide identification or walk through a metal detector.
- **Positive impact on patient and visitor experience:** Through issuing credentials to those entering the hospital at the point of entry, a 40.71% increase in families and visitors understanding hospital visitation guidelines was reported by staff, which allows healthcare providers to spend more time focusing on providing care than managing visitor issues.
- **Safe premises:** Prior to the implementation of HID SAFE, just 12.82% of staff members who responded to a survey perceived the hospital's original visitation policy and access management to be safe. After an initial two-month pilot period, 64.29% of staff responded with a positive perception of the hospital's new visitation policy and access management initiatives, powered by HID SAFE. 86% of staff responded that the use of HID SAFE increased the security of the facility after hours.
- **Increased staff satisfaction:** A post pilot survey also found that stress levels for staff working after hours decreased 81% by eliminating the responsibility of visitor management falling on the hands of staff. 85% of staff also reported an increase in their feeling of safety within the hospital and on hospital grounds during after-hours time periods.



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