



Visitor Management for Healthcare

Intelligent Patient Visitor Management





Healthcare facilities present unique visitor challenges

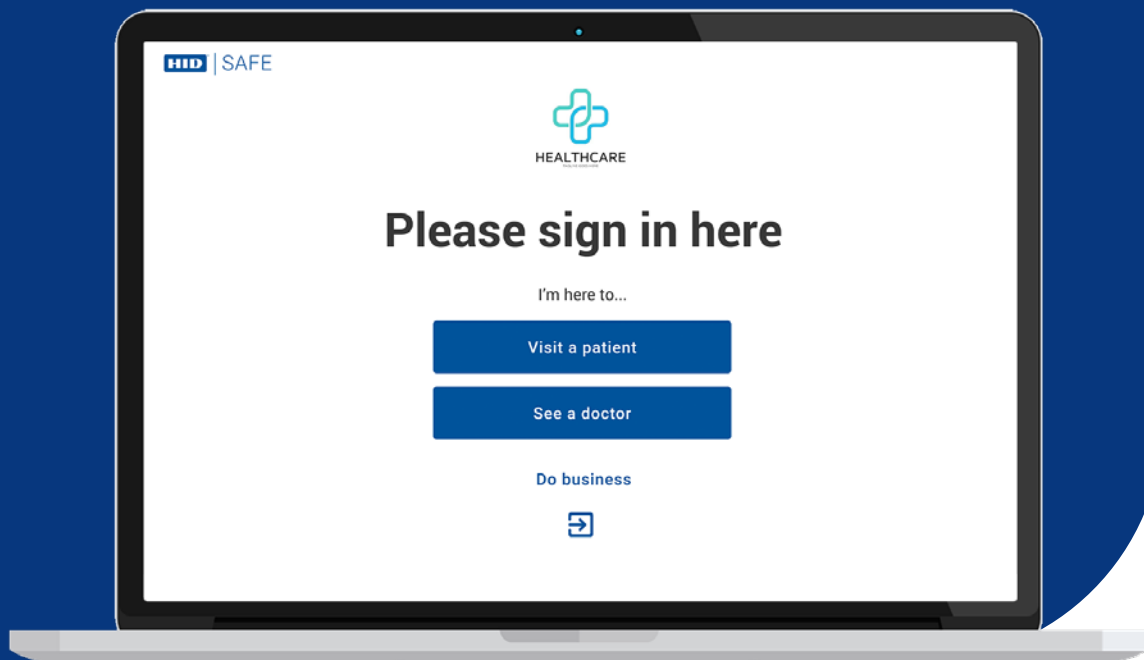
Managing visitors from the time they enter a healthcare facility until they check out is a big challenge for hospitals and other healthcare institutions. The complex environment of healthcare facilities and networks — typically comprised of multiple campuses, restricted areas, emergency departments, laboratories, etc. — has accelerated the need for a comprehensive patient visitor manager system built to address unique healthcare challenges.

Most visitor management systems in hospitals today lack the scalability to serve hundreds of lobbies within the same complex or spread across multiple sites. In addition, these systems provide limited or no integration with electronic health or medical records (EHR or EMR) systems, hindering visibility into the real-time patient status and location information. The sophistication level of a visitor management system may also impact patient satisfaction. For example, patients and their immediate relatives cannot identify their preferred or unwanted visitors without a visitor management system that provides advanced security and patient self-service functions.

Additionally, the process of visitor check-in and badge/wristband issuance is time-consuming because visitor information is not available to front desk personnel in advance.

THE SOLUTION: INTELLIGENT PATIENT VISITOR MANAGEMENT (IPVM)

HID SAFE™'s hospital visitor management capability, IPVM, is the solution of choice for world-class healthcare institutions. The web-based, policy-driven solution can span across multiple campuses, buildings and networks to address the specific needs of healthcare facilities by managing the entire physical access lifecycle of each visitor — from activation to deactivation. The solution delivers modern security blended with exceptional user experience that enables patients to configure their individual visitation policies and allow designations of pre-approved and denied visitors.



HID Intelligent Patient Visitor Management:

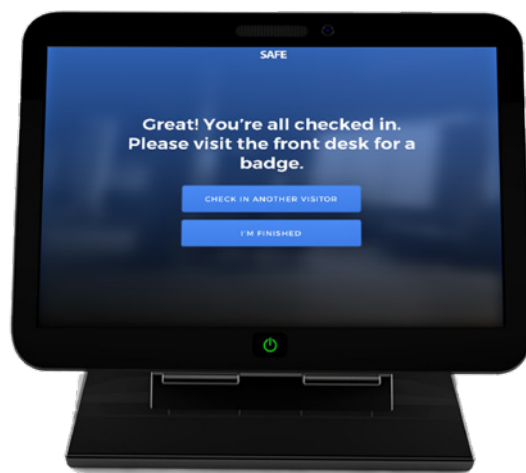
HID INTELLIGENT PATIENT VISITOR MANAGEMENT:

- Allows for patient-specific visitation policies. Allows managing pre-approved and denied visitor lists for each patient.
- Provides a kiosk interface that allows business visitors, pre-approved patient visitors, outpatients and their visitors to check in seamlessly and securely, without needing to wait in a queue
- Integrates with electronic health and medical records (EHR or EMR) systems, such as Epic, Cerner, Allscripts, Meditech and more to extract real-time patient location information using HL7 based ADT messages which direct visitors to the correct location upon check-in
- Integrates with over 50 physical access control systems, emergency notification systems, Active Directory, email, internal/external watch lists and other systems
- Automatically provisions access to visitors based on the relationship of the visitor with the patient
- Restricts visitors to the appropriate and approved areas
- Provides contact tracing and a host of other useful reports

Solution Functions and Capabilities

Core Functionalities	
• Integration platform and policy engine • On-premise or cloud-hosted • Approved and denied visitor list for patients • Internal and external watch lists • HL7 integration into electronic medical and health records (Epic, Cerner, etc.) • Robust reporting • Flexible configuration by location	
Inpatient Functions	Outpatient Functions
• Employs kiosk interface for patient visitor check-in • Enforces visitor limitations and relieves care units of this duty while limiting cross infection • Provides constantly updated patient status and location via integration with EHR • Provisions credentials with appropriate access rights for visitors • Provides healthcare-specific reporting plus many additional administrative and diagnostic reports	• Provides kiosk functionality/capabilities that allow outpatients and their visitors to check in and out • Reads specific outpatient messaging from HL7 • Handles multiple patient encounters (CSNs) • Allows visitors to check in with patients • Provisions credentials for patients and visitors • Provides dedicated outpatient reporting





KEY BENEFITS:

- Processes patient visitors quickly and accurately using simple workflows, including an intuitive self-service kiosk for a speedy check-in experience
- Improves front desk efficiency by automating the visitor pre-registration process
- Provides enhanced security by automated verification, screening and badging of visitors
- Enforces compliance by adhering to HL7 standards of data exchange with compatible EHR systems
- Drives CDC, JCAHO, IAHSS and HIPAA compliance as well as local health departments and Joint Commission regulation through consistent policies and regular reporting
- Offers scalability to serve hundreds of lobbies within the same complex or spread across multiple sites
- Limits infection exposure by controlling the traffic in units by restricting the number of in-room visitors at any given time
- Provides a professional way to manage visitors, thereby improving the hospital's reputation
- Impacts patient satisfaction by empowering patients and families to manage their visitation policy efficiently

SCALABILITY AND FLEXIBILITY TO MANAGE ALL TYPES OF PHYSICAL IDENTITIES

HID's Intelligent Patient Visitor Management solution is an advanced solution for addressing the visitor management needs of healthcare networks. Since IPVM is built on HID SAFE, hospitals can expand its usage beyond inpatient and outpatient visitor management to all types of physical identities and their details such as physical access, cards and assets. Rather than using multiple systems and databases for managing diverse types of identities, HID Physical Identity and Access Management (PIAM) for Healthcare can centralize policy capture and enforcement and manage various identity types, such as hospital employees, contractors and vendors and their access. HID SAFE brings a host of capabilities for healthcare providers looking for visitor management or full PIAM.



hidglobal.com

North America: +1 512 776 9000

Toll Free: 1 800 237 7769

Europe, Middle East, Africa: +353 91 506 900

Asia Pacific: +852 3160 9800

Latin America: +52 55 9171-1108

For more global phone numbers [click here](#)

© 2025 HID Global Corporation/ASSA ABLOY AB.
All rights reserved.

2022-03-18-iams-hid-safe-healthcare-br-en
PLT-04096

Part of ASSA ABLOY