



Your new assistant just arrived

Today's healthcare privacy teams are inundated with various alerts – especially when it comes to pinpointing and investigating potentially suspicious user activity. Haystack™ iS is known for spotting and classifying suspicious behavior, and we've taken it a step further with new innovations to bring you AVA – your advanced virtual assistant for patient privacy.

Built into Haystack iS, AVA is your personal investigator, who automatically follows up with the user when they engage in possibly inappropriate activity and reports back to your privacy teams with actionable information. AVA's goal is to reduce time spent on the process of gathering information between EHR users and the patient privacy team through automation.

How does AVA help your privacy experts?

With AVA as your advanced virtual assistant, your privacy team saves time collecting and documenting information, so they can focus on the parts of the job that can't be automated.

Limited False Negatives

Patient privacy monitoring is more than eliminating false positives. Other monitoring solutions that heavily focus on reducing false positives have a greater potential to miss actual inappropriate activity.

AVA goes above and beyond to spot abnormal user behavior, acknowledge false positives, and, more importantly, limit false negatives to report back to your team a well-researched event list of truly inappropriate activity without inciting alert fatigue.

Investigation Follow-Up

After an interaction is determined to be potentially inappropriate, the auditor is typically tasked with a laundry list of follow-up tasks from speaking with the user or department manager, doing additional chart investigations, etc. This is where your assistant, AVA, steps in to save you time.

After a user engages in possible suspicious activity, AVA immediately follows up with a questionnaire to gain deeper insight. When done manually, this process could take days, weeks, or even months before you'd have a better understanding of the interaction.

Proactive Effect on Patient Privacy Compliance

Robust auditing reinforces patient privacy because it acts as a deterrent for inappropriate interactions as users realize AVA can immediately detect abnormal behavior and that they'll be held accountable for their interactions within the system.

AVA also helps you keep up with compliance rules and regulations with comprehensive stats and reports you can share with your executives, boards, compliance committees, regulatory agencies, community, and more.

Features and Benefits of AVA include:

- Find items requiring information from the user
- Notify user of suspicious activity via email or SMS
- Ask a list of questions with configurable answers
- Escalate issues with or without a questionnaire
- Document all actions and results within Haystack iS
- Re-evaluate the weight of an event based on the responses received
- Re-notify or escalate questionnaires that go unanswered
- Automatically notify, escalate, or close incident based on configurable rules

For more information about AVA, Haystack iS, or any other iatricSystems™ products and services, please contact us by using the information below.

