

INCEPTION HEALTH CASE STUDY



Background

By 2020, the birth of the COVID-19 pandemic had begun to radically alter the health space, forcing Inception Health to rethink the issue of secure healthcare delivery at a distance. Emboldened with the tenacity to set a new, modern standard of patient care, Inception Health met this challenge with confidence in the future of mobile-first experiences and seamless, secure access to digital health services.

Challenges

Foster a Mobile-First Patient Culture

COVID-19 brought digital touchpoints to the forefront of the patient experience; Inception Health wanted to deliver better, safer remote health care tools that would improve their patient experience.

Implement a Digital Front Door

Inception Health needed a digital front door to enable central, secure access to their range of healthcare applications. Without an Okta connector for the Epic Patient Portal, this would be impossible, and this connector had not yet been developed.

Future-proof the transformation

To maintain a high standard of modernity within their network post-transformation, Inception Health needed the ability to integrate new technologies on a continuous basis.

Our Solutions

BeyondID Epic Connector for Okta

An Okta connector for the Epic Patient Portal was required for Inception Health's transformation, but had not yet been developed. BeyondID engineered a key Epic connector framework to allow for a secure, Okta-powered service layer within the patient portal. This breakthrough technology laid the foundation for the central access system Inception envisioned.

Expert Configurations

With the highest standard of security and identity best practices, BeyondID equipped the patient portal with identity proofing, step-up 2FA, and efficient provisioning and deprovisioning capabilities. Self-registration and SSO with single-identity architecture were implemented to improve user experience and simplify access management across the board.

"BeyondID's unique understanding of the digital transformation challenges in health care has played an integral role in moving Inception Health into the digital realm."



Dr. Melek Somai

VP & CTPO
Inception Health

Outcomes

Seamless Patient & Provider Experience

Patients now seek out mobile experiences before in-person visits. Inception Health patients enjoy timely, convenient care and are always up-to-date with real-time data migration. Their healthcare journey meets them where they are - anytime, anywhere, and on any device.

Improved Security Posture

With a digital front door reinforced by identity proofing and step-up 2FA, Inception Health is well-positioned to defend against digital identity attacks.

Continuous Compliance

Inception Health remains compliant with regulatory standards on a continuous basis. By future-proofing their digital environment, BeyondID ensures they have the ability to meet evolving compliance standards.

Conclusion

By keeping the patient experience at the forefront of this digital transformation journey, BeyondID and Inception Health successfully collaborated to modernize the standard of remote health care and bring patients to the center of their health services network.

About BeyondID

BeyondID is an Okta Apex Partner and leading Managed Identity Solutions Provider (MISP). We simplify and secure solutions and services that help manage digital identities, enabling organizations to control access to applications, data, networks, and devices while facilitating continuous regulatory compliance and ensuring seamless user experiences.

BeyondID has created Secure Total Experiences for organizations like:

