

Replacing legacy EMPI with Verato MDM Cloud™

PURPOSE

A look at how Verato stacked up against a legacy EMPI at one of the country's largest health systems, and what changed once they made the switch.

BACKGROUND

A large U.S. health system spent almost 10 years running a legacy EMPI and integration setup across dozens of hospitals in multiple states, all in pursuit of one clean record per patient. It never quite got there. On top of the EMPI, the health system built a full data stewardship and health information management (HIM) program, with a team dedicated to untangling ambiguous matches by hand.

CHALLENGE

The health system was rolling out a digital engagement program. Any patient could log in and see their full record, from every hospital, across every electronic health record (EHR) system. That only works if the identity data underneath it holds up. It didn't.

Get a patient wrong, and you either hide part of someone's history or show them somebody else's. The legacy EMPI kept piling up suspect matches and duplicates faster than the stewardship team could clear them. Manual review couldn't keep pace, and the whole digital engagement strategy was riding on data nobody could fully trust.



Verato provided resolution and corrections for **suspect matches**, **missed matches**, and **over matches** to enable a complete person record powering their digital engagement program.



Automatic resolution **over 50%** of the "suspect match" tasks compared to their legacy EMPI.



3.6M duplicate records representing **1.7M** unique people.



Over 5,000 high-probability false positives existed in their legacy EMPI.

SOLUTION

The health system brought in Verato MDM Cloud™ to run against their legacy master patient index, across every hospital, and see what the EMPI had gotten right and wrong. Verato's patented approach to referential matching does double duty here. It resolves suspect matches, and it catches the two things a legacy EMPI can't see on its own: matches it missed, and matches it got wrong.

Phase one was a straight comparison. Run the legacy EMPI's results next to Verato's, and hand back the corrections.

WHAT VERATO FOUND

159x

higher false positive rate than the industry benchmark



Suspect matches: a backlog waiting on manual review



Missed matches: one patient's record scattered across the system



Over matches: two patients merged into one, the riskiest mistake

RESULTS

Once the problems were visible, Verato went to work on them: clearing the backlog, consolidating duplicates, and correcting every dangerous mismatch it found.

50%+

suspect matches
resolved automatically

3.6M-1.7M

redundant records
consolidated to real
people

5,000+

false positives flagged
and corrected

CONCLUSION

Ten years and millions of dollars into the legacy EMPI, and this health system was still 159x more likely to expose protected health information (PHI) than the benchmark allows. Roughly 1 in 25 patients logging in wouldn't have seen their complete record.

One month after bringing in Verato, that changed.

The health system had the accuracy to move forward with its digital engagement strategy, and the confidence that patients would see the right record, every time.

Verato®, the identity intelligence company, solves the critical challenge of Knowing Who Is Who™. Proven in healthcare and trusted everywhere, Verato MDM Cloud™ unifies, enriches, and manages identities with unmatched accuracy – powering better experiences, improved outcomes, business growth, and AI-native efficiency across identity-driven business processes.

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