

FASTKEY



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Access Management System: Lock & Key

FastKey is an access management system and not just a simple lock and key program. Historically, hospital lock and key management is managed by the Facilities department using spreadsheets or index cards. FastKey can be used in a simple model, but it is best implemented using the full feature set to control employee key or access card requests, manager approval process, locksmith key cutting, and the delivery of keys.

Executive Summary

Most institutions have a key-access control policy, but many lack an institution-wide modern tool for implementing the policy. FastKey provides a solution.

FastKey® is a full-featured access management system that can be used to control the access to your physical environment and should an incident occur quickly report on affected areas. The software can be used to manage physical lock and keys, electronic locks and access cards, padlocks, vehicle keys, and even parking spaces. FastKey also helps managers adhere to regulations and policy by controlling who has access to high-risk areas such as medication rooms, medical records, and high-risk patient areas such as maternity.

FastKey has a diverse suite of access management tools for Facilities, Security, Personnel, Legal, Nursing, and Risk Management to name a few.

Additional Information

Further details including use cases are presented in the following pages. Contact your EQ2 Sales representative for more information for your specific organization by calling 888-312-4367 or request more information on our website: [Request More Information from EQ2 \(eq2llc.com\)](https://eq2llc.com)

FastKey

ACCESS MANAGEMENT SYSTEM: LOCK & KEY

FASTKEY

FastKey provides a complete access management system that can replace and improve on existing lock and key systems, whether they be spreadsheets, index card systems or lock-vendor programs. The software is designed to function as a standalone system or with HEMS Enterprise and other CMMS systems. FastKey can be configured to replace all existing lock and key systems with a single institution wide system or can be used in combination with vendor lock and key systems.



Simple Implementation

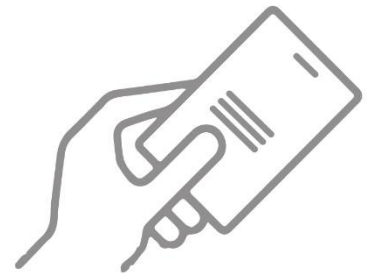
In a minimal configuration FastKey contains all the lock and key information (key codes, key types - master, grand master, etc.). For implementation EQ2 provides an Excel template to enter and organize all existing information. EQ2 imports this information along with the hospital's security requirements into the FastKey program.

With a minimal configuration, managers can request keys (or access cards, combinations, etc.) for their staff, the locksmith can cut the keys (or security can issue access cards, combinations, etc.), and notify the manager when a key is ready. Additional features such as tracking overdue keys that were provided to contractors, or lost keys with impact reports are also provided.

Advanced Implementation

But FastKey is more than a key record keeping system. It can be used to implement and manage your access control policy. In an Advanced Implementation, employees or their manager can requisition keys (or any access device or control) for their departments or other areas they need access to, such as supply rooms or datacenters.

The request is forwarded to the approval manager, who will electronically sign and approve the request or deny the request. If approved, the request is sent to the locksmith who then cuts the key for the area(s) desired, and the employee is electronically notified that their key is ready for pickup. In the event of an access card request, the request will be sent to the correct department that handles the access card creation (Human Resources or Security, etc.).



FastKey provides the lock and key information in the database including the lock's core information and the complete key hierarchy from grand master to change keys. All locations are entered into the FastKey database, so it's easy to find which keys control the specified locations. It is this combination of lock,

key, and location information, coupled with the automated request and approval functionality that makes FastKey a comprehensive access management system. Managers and security leaders can quickly determine the staff that has access to an area at any given time should a problem arise in a specific area. Likewise, if an employee reports a lost or stolen key, managers and security leaders can quickly determine the areas affected by the missing key. Meanwhile, Facilities leaders can retrieve the impacted locks that require a core change and the number of keys to cut, and they will be able to determine the financial impact of this task.

FastKey is vendor independent, so the organization can choose any lock and key vendor, and the software will store all the lock's core information and keycodes. When more than one lock and key vendor are used, FastKey stores all that information too providing a single, comprehensive management tool.

Use Cases for FastKey

Cybersecurity

Many security breaches are traced to an unauthorized person(s) gaining access to what was intended to be or should have been a secure area. Without access control an unauthorized person can use an isolated PC or IoT (Internet of Things) device to breach a system. FastKey's reporting capabilities for all locations makes it easy to identify "high risk" areas and manage who has access keys. Not only does this provide a powerful management control tool, it provides a deterrent toward misuse. This control is the first level of facility cybersecurity.

While PCs and IoT devices may be used throughout the hospital, there are certain areas where access control is critical. Pharmacy, medication and surgery rooms, certain stores areas, IT-data center, etc. are high value and high-risk areas. Should a problem arise, managers and investigative people can quickly determine who had access at that time and take steps to deal with the issue.

Even innocuous areas may become associated with security threats. For example, an environmental service employee may store their cleaning cart in a data closet for a lunch break instead of returning it to their department. If the cart damages a network cable or fiber optic cable, this can have a negative impact on the communications within that zone. Additionally, open network hubs or switches can be the perfect place to "hack" into the system to steal personal information such as social security numbers or health insurance numbers. FastKey track all areas and immediately identifies any and all staff that have keys to such an area.

FastKey is the first level of defense for cybersecurity: Managing Physical Access

Contractor Key or Temporary Key Management

Another important consideration beyond "permanent" key assignments to internal staff, is managing keyrings or contractor/temporary keys. Most organizations will simultaneously have one or more projects taking place, and these contractors or employees may be granted temporary access to those areas via temporary key assignments.

FastKey

The software tracks the temporary key issues with due dates prescribed by the project completion events. If keys become overdue, FastKey automatically notifies the manager(s) and provides a graphical view of the number of overdue keys. The same is true for keyrings that may be assigned to one or more people.

FastKey manages temporary keys and reports on overdue keys to simplify contractor key management

Access Cards and Password-Based Locks

In addition to managing all traditional locks and keys within an organization regardless of the vendor, FastKey also manages electronic access cards, and password-based locks. Additionally, it provides an easy way to report or view graphs on certain key information such as a lost-key report, outstanding temporary keys, or backlog of keys to be cut by the locksmith.



Reports and Dashboards

FastKey displays default dashboard views for the various users: locksmith, managers, security, etc. An administrator can select the views available for each group and then the employee can select from their pre-configured views. The dashboards provide a quick view for the staff, as opposed to constantly running reports on their information.

Key Management Process

Key requests may be initiated from an employee or their department manager, and then forwarded to their approval manager before being sent to the locksmith or other designee. Next, the key(s) are cut, and the employee or department manager receives a notification that the key is ready for pickup. The employee then electronically signs-off on the key. Finally, if the employee leaves the organization, managers can quickly determine the number and type of keys that need to be retrieved from the employee to maintain physical access integrity.

FastKey will maintain all the data attributes for both the lock core and keys along with key type and key risk. The key type allows managers to create a hierarchy for their keys such as grand master, master, change key, etc. The key risk will be assigned when keys are for a high-risk area such as maternity, pharmacy, data centers, or medical records.

FastKey is a robust access management system

Medical Records and Physical Security

The Joint Commission (JC) standards require organizations to comply with applicable laws and regulations to ensure the privacy and integrity of protected health information (PHI) are maintained. While current patient records are contained in an EHR (Electronic Health Record), historical records are paper based and usually stored in a medical records room in a remote location. To be HIPAA compliant, these medical record rooms

need to be secure with access limited to the medical records staff. FastKey can store all high-risk access in its database, including the list of authorized users, helping the hospital maintain regulatory compliance.

Specific security concerns regarding HIPAA include controlling access to medical records and accountability to ensure patient privacy.

Additional physical security requirements include identifying patients, staff, and visitors entering the facility; controlling traffic into and out of security sensitive areas, as determined by the organization; and mitigating violence in emergency rooms, departments, or other locations.

Regulatory Compliance

Specific security concerns regarding JC are controlled access to specialized areas; supply rooms; and medical carts, especially to control the access to medications, drugs, syringes, and needles.

Areas affected by JC standards can be pharmacies; surgery wards; administrative offices; kitchens and food service areas; places where patient and employee records are stored; places where narcotics and medications are stored; and nursing stations.

Most JC standards are clear and direct. These include:

- Rooms where patient or employee records are stored are to be protected with a storeroom function lock. File cabinets used for the same purpose must be lockable.
- Nursing stations must use separate drawers or cabinets to store medical records, needles and syringes and emergency medications.
- Refrigerators designated for drugs must be always locked and under surveillance. No food can be stored in these refrigerators.
- Medical carts must be locked when no one is in attendance.
- All doors are to be self-latching.
- In pediatric and psychiatric wards locks can be raised to prevent children and patients from leaving without notice; this can also be done for security wards for DOC (Department of Corrections) or for police holding patients.

FastKey can manage all your critical access doors and departments and quickly report on both users and keys should an incident arise. Using the reported information, Facilities can prepare a budgetary estimate for the cost of changing the lock cores and keys.

FastKey can assist with regulatory compliance regarding controlled access management

Padlock Management

FastKey provides managers with the ability to manage padlocks using a unique padlock identifier within the request form, and employees may use the same request mechanism for padlocks by clicking the padlock

checkbox. FastKey can identify users and the padlock(s) assigned to them along with the padlock location. Additionally, FastKey can keep track of the master padlock key should replacement keys need to be created.

Vehicle Keys and Parking Lot Management

FastKey can be used to manage your fleet vehicle keys, so you can easily retrieve information about the personnel assigned to different vehicles. When a vehicle is needed by one of your staff and the keys for the vehicle cannot be located, FastKey can retrieve the name of the previous staff member that requested the vehicle keys. Additionally, information such as keycodes (physical or electronic) is available, making it easier to replace lost vehicle keys.

Employee parking lots with designated spaces can be managed by matching locations with an authorized license plate(s). When someone is parked in a space different from the one assigned to them, they can easily be identified and then notified of the need to move their car.

FastKey is a full-featured access management system to replace your legacy lock and key application or system

FAQs

- Does FastKey require the use of EQ2's CMMS (Computerized Maintenance Management System) HEMS Enterprise?
 - No, FastKey is a standalone program, but it can equally coexist with HEMS Enterprise bringing you both access management and asset management when used together.
- Can I use FastKey if I have another CMMS system like AIMS, Medimizer, Nuvolo?
 - Yes, FastKey does not require the use of a CMMS, and FastKey will provide your access management solution while your existing CMMS will continue to manage your assets as it currently does.
- Can I use FastKey with a Stanley Lock and Key system?
 - Yes, FastKey is lock and key vendor independent, so you can use FastKey now with your Stanley system and in the future with another vendor, should you change lock and key vendors.
- How about for a mix of key vendors as arises in acquisitions?
 - Yes, FastKey can be used in a mixed system because of its vendor independence, so different lock cores or keys can be managed in FastKey.
- Why should I use FastKey when my locks and keys are managed in an Excel spreadsheet?
 - FastKey provides more than simple lock and key management with its automated workflow management, charts and reports, and the ability to define risk. All of these features save time, facilitate greater accountability, and make the overall process easier for everyone involved. FastKey is a complete access management system.
- I don't want my employees' questioning keys; can I have the department managers request the keys?

- Yes, FastKey has the flexibility to have either employees request keys or their department manager will request keys for new employees.
- Will all FastKey users see the same data in the system?
 - No, FastKey has user level access which limit the menus, view, and report capabilities of the program for an enhanced security environment.
- Can my employees have both physical keys and access cards? Padlocks?
 - Yes, FastKey is designed so your employees can have any combination of key types, including padlock access.
- How can I get my existing spreadsheet or lock and key system data into FastKey?
 - EQ2 has an import template to assist with your data migration from your existing system or spreadsheets.
- What is the delivery method for FastKey?
 - FastKey is a Cloud-Based (SaaS) application built upon the Microsoft Azure platform, so the client does not need to host this system, but only provide a method to authenticate FastKey users.
- What authentication methods are used for FastKey?
 - FastKey supports Active Directory and Microsoft Azure AD authentication to provide a secure method to access your system and to provide the same access credentialing for FastKey users.

Summary

Healthcare delivery organizations (HDO's) are both required and expected to ensure the safety of their patients, staff, and visitors. Securing the physical environment presents many challenges due to the different shifts for employees, the use of temporary keys, and for providing access to contractors. Other concerns are the physical safety of medications in the pharmacy department and nursing unit's medication storage along with the security needed to protect the storage of medical records under the HIPAA requirements. Finally, the first step in a cybersecurity solution is to secure the physical location which will deter unauthorized access to computers and medical devices. Because of these distinct areas of interest, HDO's need a robust access management system.

Typically, the Facilities department is tasked with lock and key management, and their system can vary from a simple index card system, spreadsheets, or the lock and key software provided by their lock vendor. While these forms of data storage record information on locks, keys, and users, it is difficult to make quick assessments on vulnerabilities for lost or stolen keys. Also, the complexity of knowing the users that have access to an area at different times of the day become difficult to manage along with contractor or temporary key management. EQ2's only vertical is healthcare and we understand the systems and regulations for our clients. Using this knowledge, EQ2 developed FastKey to specifically address the needs of HDO's.

This SaaS (cloud) application can be used by Facilities to store the lock and key information required by their locksmiths, it can be used by security, risk management, information services, human resources, medical records, pharmacy, and nursing along with department managers responsible for requesting new keys for

their employees. Unlike traditional lock and key applications, FastKey is a full-featured access management system which provides users with a simple key request interface, automated routing of requests for manager approval, forwarding to the locksmith, and electronic notification for key pickup. Additional functions include managing temporary keys for staff and contractors, lost key reporting, and quick vulnerability reports for lost and stolen keys.

FastKey provides a hospital or system a complete access management system solution. The solution can manage traditional locks and keys, keypad locks, electronic access cards, and padlocks, and FastKey's interface can be customized for each user type, so menus, charts, and reports can be tailored to the user's security access. FastKey can be configured as a simple implementation or a full implementation depending on your HDO's requirements. It can be used as part of your regulatory compliance to demonstrate the securing of medical rooms, medical records, data centers, maternity and delivery suites, and billing/accounting/finance departments. Additionally, reports and charts to monitor lost keys or overdue keys, make it a robust access management system.

For more information on FastKey, contact EQ2 sales by calling 888-312-4367 or by using our request more information page on our website: [Request More Information from EQ2 \(eq2llc.com\)](http://Request More Information from EQ2 (eq2llc.com)).

Screenshots

Employee location access

01-16-2022 02-15-2022

Department Location Employee Exact match

Get Report Reset

Employee locations access

This report shows access to locations for employee(s)

| Department | Location | Key Number | Key Code |
|-------------------------|---------------------------------------|------------|----------|
| Employee Name 25 | | | |
| MED. STAFF | Main Building 1 1 133 Room 1 133A | 24 | BA7 |
| NURSING ADMIN | Main Building 1 1 130 Room 1 130A | 22 | BA5 |
| RESPIRATORY THERAPY | Main Building 1 1 131 Room 1 131A | 23 | BA6 |
| RESPIRATORY THERAPY | Main Building 1 1 132 Room 1 132A | 23 | BA6 |
| Employee Name 26 | | | |
| ANESTHESIA | Main Building 1 1 140 Room 1 140A | 27 | BB2 |
| LABOR AND DELIVERY | Main Building 1 1 144 Room 1 144A | 28 | BB3 |
| MAINTENANCE | Main Building 1 0 134 Room 1 134A | 26 | BB1 |
| MAINTENANCE | Main Building 1 0 135 Room 1 135A | 26 | BB1 |
| MAINTENANCE | Main Building 1 1 136 Room 1 136A | 26 | BB1 |

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Figure 1: Employee Location Access Report

Key Request

01-16-2022 02-15-2022

Employee name Key Number Location Exact match

Key Request Report

This report shows requests created for keys

| Request Date | Authorized By | Authorization Date | Certified By | Certified Date | Issued By | Issued Date | Location | Key Number | Key Code | Status | Rejected Date | Rejected Reason | Access Card Group | Department |
|-------------------------|-----------------|---------------------|------------------|---------------------|------------------|---------------------|-----------------------------------|------------|----------|---------|---------------|-----------------|-------------------|---------------------|
| Employee Name 25 | | | | | | | | | | | | | | |
| 01-18-2022 00:00:00 | Employee Name 7 | 01-18-2022 00:00:00 | Employee Name 19 | 01-18-2022 00:00:00 | Employee Name 18 | 01-18-2022 00:00:00 | Main Building 1 1133 Room 1 1133A | 24 | BA7 | New Key | | | | MED STAFF |
| 01-17-2022 00:00:00 | Employee Name 5 | 01-17-2022 00:00:00 | Employee Name 19 | 01-17-2022 00:00:00 | Employee Name 18 | 01-17-2022 00:00:00 | Main Building 1 1131 Room 1 1131A | 23 | BA6 | New Key | | | | RESPIRATORY THERAPY |
| 01-17-2022 00:00:00 | Employee Name 5 | 01-17-2022 00:00:00 | Employee Name 19 | 01-17-2022 00:00:00 | Employee Name 18 | 01-17-2022 00:00:00 | Main Building 1 1132 Room 1 1132A | 23 | BA6 | New Key | | | | RESPIRATORY THERAPY |
| 01-16-2022 00:00:00 | Employee Name 5 | 01-16-2022 00:00:00 | Employee Name 19 | 01-16-2022 00:00:00 | Employee Name 18 | 01-16-2022 00:00:00 | Main Building 1 1130 Room 1 1130A | 22 | BA5 | New Key | | | | NURSING ADMIN |
| Employee Name 26 | | | | | | | | | | | | | | |
| 01-21-2022 00:00:00 | Employee Name 9 | 01-21-2022 00:00:00 | Employee Name 19 | 01-21-2022 00:00:00 | Employee Name 18 | 01-21-2022 00:00:00 | Main Building 1 1144 Room 1 1144A | 28 | BB3 | New Key | | | | LABOR AND DELIVERY |

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Figure 2: Key Request Report

Key Request

Employee Employee Name 44 Email email42@testemail.com Request Date 03-06-2022

Request Reason NONE Department NONE Return Date No Return Date

| Campus Building Wing Floor Room Space Type Space Door | Lock Code | Key |
|---|-----------|-----|
| Main Building 2 0 252 Room 1 252A | DC2 | 93 |

Notes import

Status Request approved by Department Head
Request approved by Approval Manager
Request approved by Lock Shop

Close

Employee Name 42 (23) 03-02-2022 Employee Name 3 Employee Name 19 03-02-2022 Employee Name 18 03-02-2022 View

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Figure 3: History for a Specific Key Request

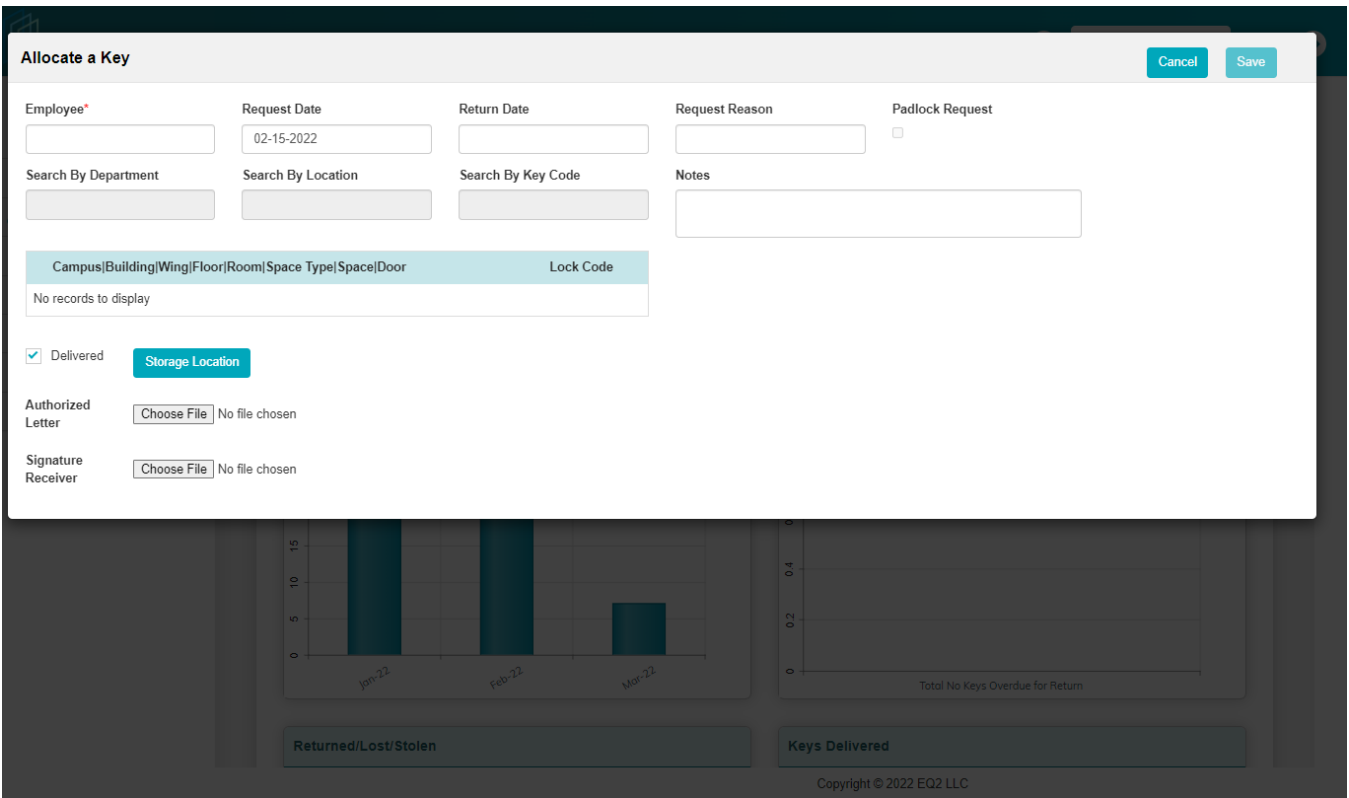


Figure 4: Lockshop Allocating a Key

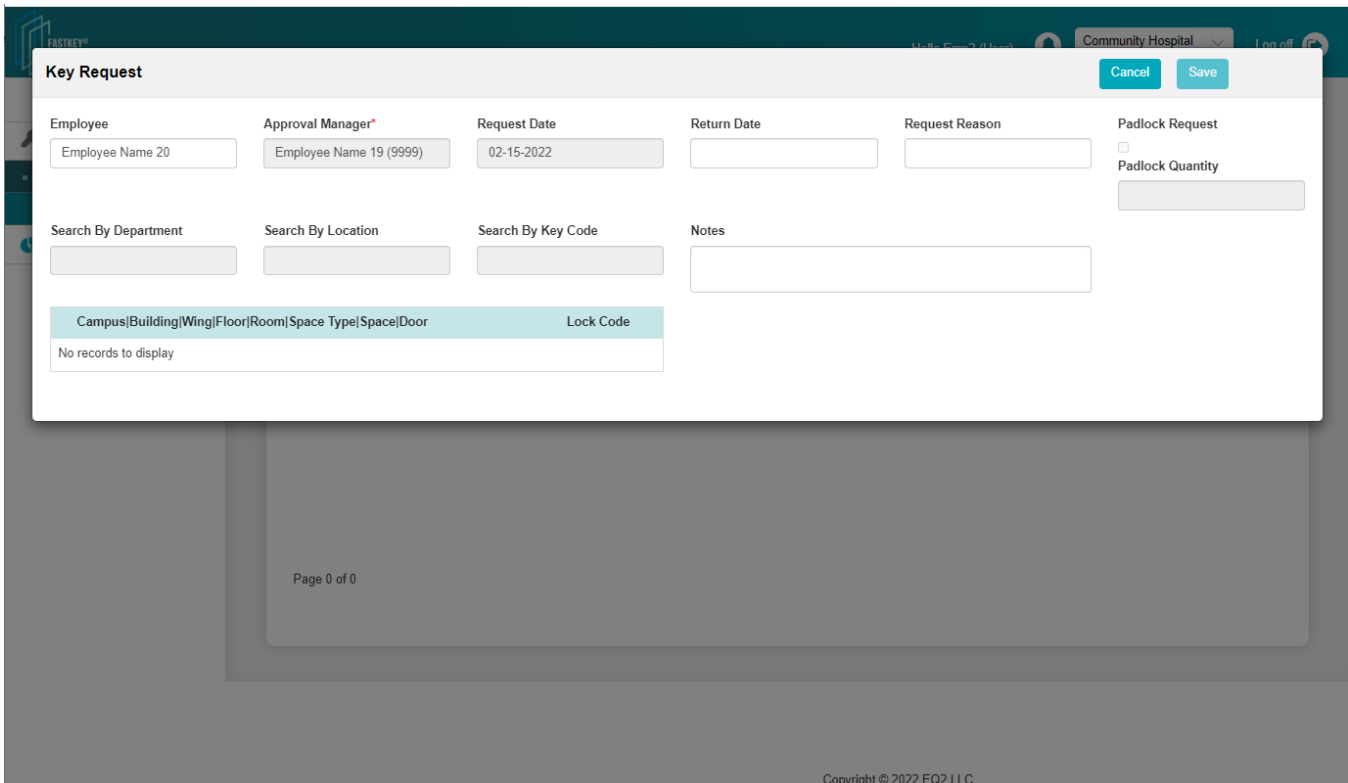


Figure 5: Employee Requests a Key

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