biometric
identification for patients
to assure hospital professionals

Numerous challenges exist in the daily operations of a hospital, including the costly inefficiencies from the duplication of medical records, the negative consequences of medical identity theft, the financial pitfalls of insurance fraud as well as the risks to patient safety from the use of inconsistent or unreliable methods for identifying patients.

Biometric patient identification supports the mitigation and elimination of these challenges by providing healthcare staff with the required accuracy, security, speed and reliability to authenticate a patient's identity and to retrieve the correct medical records, while maintaining the utmost in patient privacy and comfort.

The challenges

Patient registration can sometimes be the source of significant operational problems at a hospital. Take for example a patient who registers for a service but provides a different name/address from the one provided at a previous visit (e.g. first time Jonathan Jones and second time John Jones) – this scenario creates multiple MRNs (medical record numbers) and thus spawns an array of difficulties previously mentioned. Now, imagine that the patient gives the name and insurance credentials of someone else (e.g. a relative or a victim of identity theft) – this can pose serious consequences too. Lastly, consider a non-responsive, unidentified patient (e.g. a John/Jane Doe) who requires treatment – this presents yet another interesting dilemma for the hospital staff.

The inconsistent patient record maintenance, misuse (or lack) of credentials or outright misidentification during typical patient registration processes is the source of unnecessary costs, risks and losses. Altogether these pressures have a negative impact on the hospital as a whole as they strive to maintain efficient operations, high levels of service and a good reputation within their community.

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Absolute knowledge of patients and care

A palm vein biometrics-based identification for a unambiguous identity

ID Center Patient Identification application links the unambiguous identity of a patient with the patient's MRNs (medical record numbers).

The palm vein biometrics-based Patient Identification application only needs the date of birth or parts of it (or other optional criteria, including affinity card number) and the hand of the enrolled patient in order to quickly and accurately identify the right person from a database containing millions of patients.

ID Center renowned performance and scalability in mission-critical deployment ensures that it can reliably deliver a patient's master data (name, address, gender, social security number, etc.) and the MRN for subsequent use in clinical systems. But even before the patient identification begins, ID Center provides a valuable service by performing a cross-match scan to check if a patient who is being enrolled has already been registered biometrically – once again ensuring the elimination of duplicate medical records and identifying potential fraud.

A quality patient identification to fight against fraud

The ID Center Patient Identification system should provide the following characteristics:

- **Scalability:** must perform accurately, even under the requirements of several million (biometrically) registered patients.

- **Universal usability:** the biometric method needs to be easy to use and must work for each age group (0 – 100+ years).

- **Enterprise-grade:** the patient identification system must offer coverage of multiple locations, multiple integration options with various hospital information systems (HIS) products and optionally, multi-tenancy.

- **Maturity:** savings must be possible e.g. by discovering redundant patient registration entries, by simplified workflows with clinical IT systems, etc.

- **Holistic:** the patient identification system must provide a holistic overview of patients' identities, using various MRNs across different locations and facilities.

- **Standards:** HL7 integration is a must.

Technical basis

- ID Center V5.0
- ID Center Patient Identification
- Web application
- PalmSecure palm vein scanner
- Network connectivity
- HL7 V2.5 interface.

The ID Center Patient Identification brings several benefits

- Reliable medical records for staff and patients
- 24x7 coverage
- Easy to use
- Recognition of multiple registrations therefore the patient database gets better over time, without extra effort
- Simpler workflows related to the handling of clinical information systems.

A web access solution and a HL7 interface

ID Center Patient Identification is a web application which can be used from any PC workstation with a connected palm vein scanner. Additionally, so called enrollment stations for biometrics registration are needed. ID Center Patient Identification delivers an HL7 interfaced solution for three key system functions

1. **creation,**

2. **update,**

3. **deletion of patient´s record and master data.**

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07-2015