



Connecting Identity.
Transforming Digital Business.



Ubisecure and eHealth Services

How Ubisecure CIAM enables streamlined and secure e-prescriptions, e-appointments, patient records and other eHealth services.

Introduction

The healthcare industry benefits greatly from digitalisation, as traditional manual methods of managing such services are admin-heavy and potentially dangerous when mishandled. Digitalising processes such as prescriptions, patient records and appointment management (among many others) streamlines multiple aspects of such services, saving organisations money and ensuring best practice.

Further accelerating the adoption of eHealth solutions is the COVID-19 pandemic, which brought with it an urgent need to reduce face to face interactions by enabling remote and automated services. Yet such services do come with critical challenges of security, data privacy and user experience.

Health-related data is among the most sensitive, so patients expect it to remain under lock and key. However, this also makes health-related data a prime target for hackers, being much sought after on the dark web. We have seen many examples in Europe in recent years of health-related data breaches, triggering patient distress (and in some cases exploitation), whilst causing breached organisations to spend time and money resolving the issues and losing good brand reputation.

eHealth solutions can be protected against data breaches by ensuring robust Customer Identity and Access Management (CIAM) capabilities underpin such services – capabilities that can also be leveraged to improve patient and staff experiences and enable compliance to data protection regulations.

Key features from UbiSecure's technology stack for even the most advanced eHealth projects:

SINGLE SIGN-ON (SSO)

Offer users one identity for simplified login to all digital services and applications. Practitioners and patients don't need several identities to log in to separate applications, meaning much less time spent maintaining IDs and

UbiSecure technology for eHealth services

passwords. As access to all services is tied to one identity's permission settings, security is increased through easy revocation of access rights.

SSO is often a routine first-step to identity digitalisation and is therefore easily deployed through Ubisecure [IDaaS](#) (Identity-as-a-service). Ubisecure deploys public cloud, private cloud and on-premises CIAM solutions.

AUTHENTICATION AND AUTHORISATION

Support for numerous methods to authenticate a user (social, professional, verified and government) at the right time in the user journey, authorising access only to the right resources. Strong authentication and multi-factor authentication increase security and meet privacy regulation and expectations.

IDENTITY MANAGEMENT

Simplify migration, creation, storage, and management of users and identity data at scale. Avoid time wasted on data silos and let IT departments get back to doing what they do best. Deploy directory(s) on-premises or in the cloud, in a geographical location of your choice.

DELEGATED ID


Multi-tier delegated administration and delegation of authority, improving efficiency, reducing costs and enhancing security. [Watch this short explainer video.](#)

— HEALTHCARE EXAMPLE 1

Patients with declining health can delegate digital power of attorney to an individual, or a care facility who can delegate levels of authority to staff members within defined parameters.

— HEALTHCARE EXAMPLE 2

Doctors can delegate access to patient diagnoses to other institutions, who can in turn delegate tiered access to the appropriate caregivers and admin staff.



UBISECURE HAS
DEMONSTRATED ITS
VALUE SPECIFICALLY
IN SCENARIOS WITH COMPLEX
B2B2C RELATIONSHIPS, WHERE
ITS STRENGTH IN DELEGATING
ACCESS IS A DIFFERENTIATOR
TO OTHER PROVIDERS IN THE
MARKET.

Martin Kuppinger, Founder and Principal
Analyst at KuppingerCole



kuppingercole
ANALYSTS

Case study

Kanta

FINNISH GOVERNMENT SERVICE FOR CITIZEN HEALTH

In 2012, the Finnish government introduced a range of digital services in social welfare and health care called [Kanta](#). The services are aimed at making life easier for both care providers and citizens, and enable electronic prescriptions, patient records and welfare client archives. Watch a short explainer video about the service [here](#) or read the [brochure](#).

UbiSecure's digital identity software protects the professional users' (healthcare professionals, pharmacists etc.) login, authorisation and access control technology, via the Katso service. This is the nationwide identity management solution that UbiSecure created for the Finnish government, which also supports electronic power of attorney (Delegated ID). Through an online portal, access can be delegated and managed within a pharmacy to qualified staff as personnel and job functions change. The introduction of Katso resulted in a **99% reduction in costs**, by moving from a physical point of service to the online service. Find out more about the Katso project [here](#).

In 2018, for the Finnish population of 5.7 million, Kanta was used to issue 28 million prescriptions and 64 million medicine collections at pharmacies. (See figure 1.)

In the same period, the service experienced 724,000 people logging in. (See figure 2.)

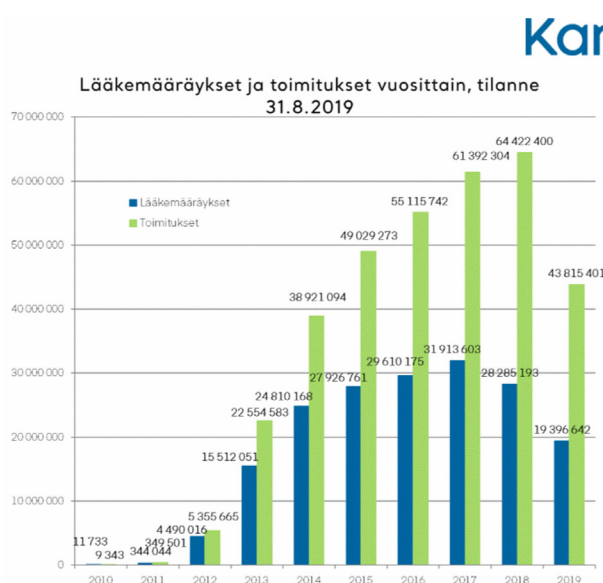


Figure 1. [Source](#)

Title: Prescriptions and dispensing events annual - situation on 31 Aug 2019. Green - Prescriptions | Blue - Dispensing events.

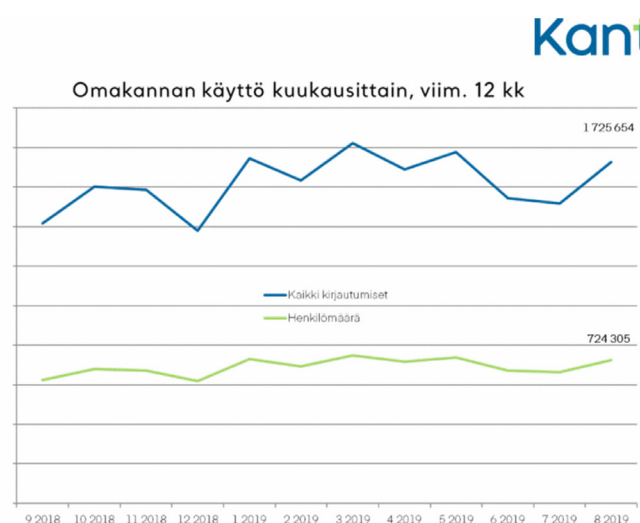


Figure 2. [Source](#)

Title: OmaKanta use by month, previous 12 months. Green - Number of users | Blue - All login events

BENEFITS

- Quality of information for practitioners – a holistic view of the information from all sources, leading to increased efficiency and better care for citizens.
- Saved admin time as electronic prescriptions cannot be misplaced or forged. Repeat prescriptions can also be requested and issued online.
- Increased security and privacy with strong authentication of individuals accessing data, and ensuring they have the right to do so.
- Compliance with GDPR is enabled, as digital consent for transfer of information is easily recorded.
- Transparency is increased as citizens can see their own prescription and patient data recorded by professionals, whether they have used public or private healthcare services.
- Environmentally-friendly as it saves using paper on a large scale.



FINLAND IS A FORERUNNER WITH KANTA SERVICES IN THE FIELD OF HEALTH AND SOCIAL SERVICES DIGITALISATION. OTHER COUNTRIES CAN OBTAIN GOOD BENCHMARKING FROM US ON OUR SUCCESSES, THE WORST PITFALLS WE HAVE FACED, AND HOW COOPERATION BETWEEN THE DIFFERENT SECTORS HAS IMPROVED AND TIGHTENED ALONG WITH KANTA SERVICES.

Tiia Lundqvist, Kanta Services Communications - [source](#)

Get started

The opportunities for eHealth projects using UbiSecure's digital identity technology are limitless. As the technology is API-first, you can create entirely new services or build them into existing services to improve them - all with total control over branding, workflows and features.

Nearly two decades of experience, with loyal customers and experience contributing to and implementing identity and consent standards, put us in an advanced position to give bespoke advice relating to your unique services and requirements.

Find out more about UbiSecure's technology on [our website](#), or by [getting in touch](#).

About Ubisecure

Ubisecure provides feature rich customer identity management software and services to help companies reduce identity data breach risk, improve operational efficiencies, and improve user experience.

The company provides a powerful Identity Platform, deployed as IDaaS (public or private cloud) or on-premises software. The platform consists of productised Customer Identity & Access Management (CIAM) middleware and API tooling to enable single digital identity benefits across multiple applications. Capabilities include enabling complex authorisation and delegation workflows, single sign-on (SSO), frictionless multi-factor authentication (MFA), user identity management, and pre-established connections to dozens of third-party identity providers (social, mobile, and verified).

Ubisecure's Right to Represent is a representation governance solution offering a fast and easy way to assert and verify an individual's mandated rights to electronically represent their company, including financial, signatory, or other authority. Ubisecure's widely used Delegated Authority solution allows individuals and organisations to manage which users and organisations can act on their behalf to dramatically reduce costly, time consuming and delay-prone manual workflows.

Ubisecure is accredited by the GLEIF to issue Legal Entity Identifiers (LEI) under its RapidLEI brand. RapidLEI is a cloud-based service that automates the issuance and registration of these highly assured organisation identifiers.



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