

**Positively Identifying Patient
and Managing Membership Efficiently...**



BHF Conference

Why is Biometrics use so crucial to the Healthcare sector?

ANSWER

Let's find out...

Biometrics definition and examples



- Biometrics is a mean to identify somebody thanks to a physical or behavioral feature.
- There are many different types of biometrics, all adapted to different needs.
 - Need for speed,
 - Need for accuracy,
 - Need for convenience,
 - Need for hygiene
 - Etc.

Physical

Fingerprint
Facial
Iris
Voice
DNA, etc.



Behavioral

Signature
Keystroke
Gait
Etc...



Biometric “Multimodal” combination

Biometrics is used in various fields such as:

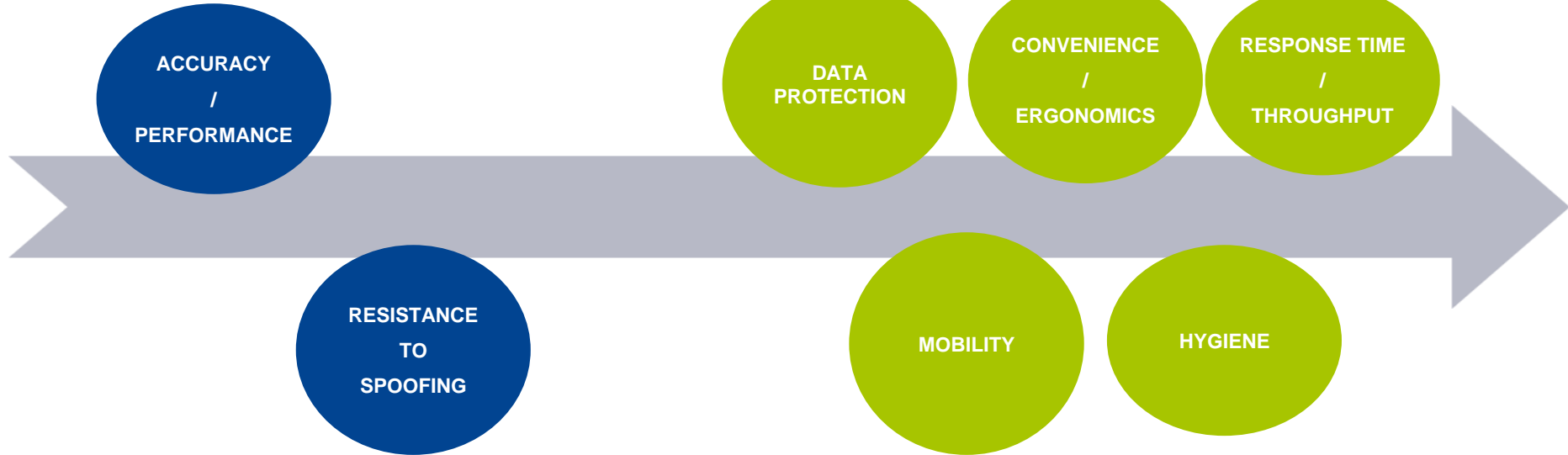
- **Physical Access Control**
- **Time and Attendance**
- **Forensics investigation**
- **Civil Identity**

- **And in this case for Logical Access Control**

To take into consideration....

The challenge for more **SECURITY** is required by traditional applications...

...and is complemented by **USER CENTRIC** challenges required by Consumer/Corporate uses



How does it work?

Current situation – No Biometrics

- Use of membership number
- Most of the time with a plastic membership card
- Fraud issue as the card can be shared by many even if unauthorised
- Public safety issue as wrong medication can be dispensed to wrongly identified patient
- Etc

So WHY is Biometrics use so crucial to the Healthcare sector?

ANSWER

Because it is the only way to uniquely and positively establish the true identity of a member and/or any stakeholder in the chain

...which is paramount in ensuring great service delivery

BENEFITS FOR STAKEHOLDERS

BENEFITS FOR HEALTHCARE INSURANCE & GOVERNMENTS

- 1 Paperless workflows
- 2 Increased security
- 3 Reduced fraud

BENEFITS FOR HEALTHCARE PROFESSIONALS

- 4 Convenience
- 5 Improved patient care
- 6 Improved and secured authorization process

BENEFITS FOR PATIENTS

- 7 Privacy respected
- 8 Improved medical care
- 9 Time and cost savings
- 10 Convenience



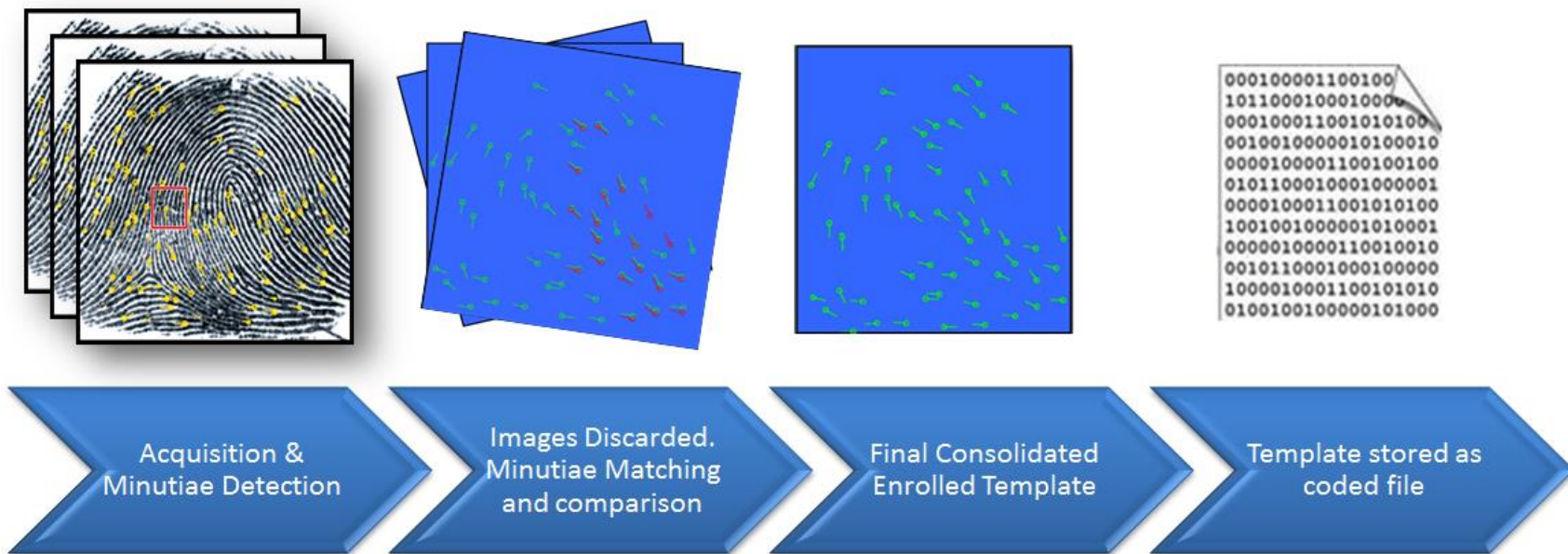
How do we enroll Biometrics?

Enrolment process

- ⇒ The current enrolment system can be used with the same demographics information requirement
- ⇒ Fingerprint can be enrolled with a USB Readers
- ⇒ Biometric samples are converted into a template



How do we enroll Biometrics?



What is important to remember?

- ⇒ **FBI PIV IQS Certification**
- ⇒ **POPI and other Privacy regulation**
- ⇒ **Adjust the level of security based on the use case:**
 - ⇒ **PIN Code for basic information like checking what is covered by the plan**
 - ⇒ **One Biometrics for confidential information like balance of account**
 - ⇒ **Multifactor authentication for sensitive and confidential information (more than one biometrics / extra PIN Code)**

Where do we save the data?

The question should rather be where do you currently save your data?

The good news is that the Biometrics is an add-on and therefore:

- You should be able to use most of your current communication infrastructure
- You should be able to save the data at the same location
- All you have to do is to cater for the enrolment and decided on the matching process
- Other benefits such as **duplicate search** on existing database and **anti-duplicate search** during enrolment become available

How do we match the data?

It will pretty much depends on the infrastructure you decide on...

- On your Central Server directly (Infrastructure dependent)
- On a Reader
- On a Card
- On a BYOD such as a cell phone or a tablet?

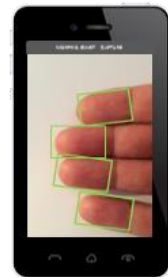
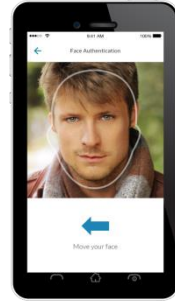
Equally, a patient medical file can be saved on a server, device, card, etc. so long as adequate security is associated.

When hygiene is a concern...

- Clean products with wipers
- Use Contactless technology

Face & Finger recognition

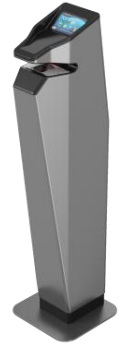
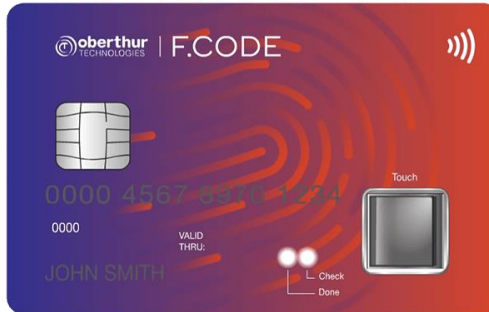
- Use of the front camera – no specific sensor required
- Fraud prevention : still images detection (liveliness)
- Automatic face detection and capture



And why not do it with Fingerprints too

When hygiene is a concern...

- Clean products with wipers
- Use Contactless technology
- Make use of BYOD strategy



MOBILITY AND ADDED BENEFITS

- Use of the system in remote areas
- Use of the system on the go (4G / GPS, etc)
- The device can replace a full computer in places with limited access to infrastructure
- Your imagination is the limit...



BIOMETRIC IS ONLY PART OF THE COMPLETE SOLUTION



SDKs are available to allow applications development according to your needs and to most importantly to offer a secured and customized end user experience.



Nicolas Garcia

**Regional Director of Sales
Access Control, OEM
Sub-Saharan Africa**

 +27(0) 83 268 8370

 nicolas.garcia@morpho.com

  @nicolasgarciaza

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