

# biometric access control solution for the hospital information system

## Hospitaller Order of St. John of God

**At the hospital of the Hospitaller Order of St. John of God in Graz-Marschallgasse, Austria, Worldline has installed a biometric solution enabling the hospital staff to log on to the hospital information system (HIS) based on their fingerprints.**

### The project

The aim of the project was to provide protection for sensitive medical data in the context of access to the hospital information system on the one hand, and to simplify and speed up the ongoing change of users in day-to-day documentation work on the other hand. At the same time, the project laid the basis for genuine verifiability and trace-ability as required by law, since a fingerprint furnishes unambiguous proof of a person's identity. Biometric security technologies are ideal when it comes to complying with strict security regulations. After the successful rollout in the Graz-based hospital, the customer's IT team has deployed the solution to seven other hospitals and three nursing facilities run by the Hospitaller Order of St. John of God. With passwords a thing of the past, work there will become more comfortable, and security will improve for some 4,400 medical and nursing staff members.



Photo: Hospitaller Order of St. John of God

### Business challenges

When it comes to sensitive data such as patient information, the non-personalized access protection afforded by passwords has been shown to be insufficient. With this in mind, the hospital had been looking for a simple and secure solution for protecting access to the hospital information system on a personalized basis.

### Solutions

After full rollout, the entire clinical staff - some 4,400 persons in eight hospitals and three nursing facilities - use their fingerprints for authentication when accessing the central clinical documentation system, the medical charts (including medication), and the digital nursing documentation. In addition, now it is also possible to log on to the operating system based on biometric authentication or protect other applications with the help of biometrics.

# Worldline ID Center

Entering data into the clinical documentation system is a legal requirement that results in an ongoing change in users at the PC workplaces in the various clinics. Biometric authentication makes this process faster, more secure, and more comfortable for staff members, saving them valuable time they need to attend to their patients.

From the IT administration perspective, too, the introduction of the biometric authentication system Worldline ID Center harbors massive savings potentials, as the high IT administration costs due to forgotten passwords are going to systematically decline.

## Our contribution

- Support for the integration with the existing hospital information system
- Installation and taking live of Worldline ID Center strong authentication solution
- Support for the initial enrollment of the staff's fingerprints
- Administrator training
- Support throughout the 3-month piloting phase
- Transition from pilot operation to normal operation and support during rollout

## Benefits for the hospital

- Reduced administrative effort for user management
- Higher security level in patient data handling
- IT cost savings
- Increased security (no spying out or disclosure of passwords)

## Benefits for the users

- Staff have access to a variety of medical applications
- Easy and simple authentication with the hospital information system
- Ease of use for employees

**Michael Wiltschnigg, Head of IT,  
Hospitalier Order of St. John of God:**

**“We tried out a few systems and then opted for Worldline ID Center because it offers reliable and secure protection for our patient data.”**



## About Worldline

Worldline [Euronext:WLN] is the European leader and a global player in the payments and transactional services industry. Worldline delivers new-generation services, enabling its customers to offer smooth and innovative solutions to the end consumer. Key actor for B2B2C industries, with 40 years of experience, Worldline supports and contributes to the success of all businesses and administrative services in a perpetually evolving market. Worldline offers a unique and flexible business model built around a global and growing portfolio, thus enabling end-to-end support. Worldline activities are organised around three axes: Merchant Services & Terminals, Mobility & e-Transactional Services, Financial Processing Services & Software Licensing. Worldline employs more than 7,200 people worldwide and generated 1.12 billion euros revenues (pro forma) in 2013. Worldline is an Atos company.

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