Safeguard Patient Health & Safety with Fujitsu PalmSecure™

A Hong Kong hospital needed to avoid patient misidentification and ensure the right patient gets the right treatment. Fujitsu planned and deployed PalmSecure™ Biometric Authentication System, a contactless solution with highest accuracy rate in the market (99.9999%) and two-level encryption for strengthened data security. Integrated seamlessly with the hospital management system, Fujitsu's innovation helps build a trusted society.

About the customer

A public hospital in Hong Kong with over 1,700 beds and 5,000 staff is dedicated to delivering quality and effective healthcare services. To safeguard patients' health and safety, the customer wanted to prevent "patient misidentification" – a medical error that is costly, harmful and potentially irreversible. They needed an accurate method to identify patients before they receive treatment at the Oncology Center.

Industry: **Public health**   Location: **Hong Kong**   People: **5,000+**

"Fujitsu's innovations demonstrate that a small step can make a big difference. The patient experience is now much more secure and simplified."

Department Head of a Hong Kong Public Hospital

Challenge

Maintain the top priority – patient health and safety – with a more accurate and secure patient verification process to prevent patient misidentification. Contribute to building a trusted society enabled by technology.

Solution

- Fujitsu PalmSecure™ System
- Fujitsu PalmSecure™ F-Pro Palm Vein Sensor
- API integration with existing system
- Servers and PCs
- Consultancy, implementation and ongoing maintenance support

Outcomes

- Improved authentication accuracy
- Higher level of data security
- Strengthened authentication procedure
- Simplified and faster workflow
- More hygienic contactless process

Ensure patient health and safety with Fujitsu PalmSecure™

In Hong Kong, medical incidents such as patient misidentification occur at an alarming rate. Currently, patient identities are verified prior to medical procedures based on two to three identifiers, such as name and telephone number. This requires patients to be cognitively and verbally sound; medical staff who validate the identifiers using medical documents must also be absolutely accurate.

Patient health and safety is a top priority for Fujitsu's public hospital customer, who wanted to improve the patient identification process at their Oncology Center. From a range of biometric solutions, the customer selected Fujitsu's one-stop solution – palm vein-based biometric authentication solution underpinned by Fujitsu PalmSecure™, a unique and patented technology by Fujitsu.

Drawing from over 80 years of global and industry experience, as well as a rich portfolio of solutions, the team provided end-to-end services – from consultancy to database design to hardware and softwareas well as optimization – to ensure that the solution was tailored to the customer's needs.

Improve patient experience with accuracy and security

Powered by biometric technology, Fujitsu PalmSecure™ authenticates users based on palm vein pattern, a unique biometric identifier that is difficult to forge. Even patients who are masked or have lost their fingerprints as a side effect of chemotherapy could still verify their identities with ease. With accuracy rate of 99.9999%, Fujitsu PalmSecure™ is one of the most accurate biometric authentication solutions currently available in the market.

Once enrolled, patients' palm vein data are encrypted and stored securely in the system. Every time patients need to be identified, a quick and simple scan of their palms at the Fujitsu PalmSecure™ F-Pro Sensor enables the authentication system to compare their live-captured palm vein image with the stored data. The procedure is completely contactless and hygienic – ideal for patients who expect their medical experience to be as hassle-free as possible, especially during the COVID-19 pandemic.

Build a healthy and trusted society

Recent global health incidents have increased attention on leveraging technology to build a better society. In addition to healthcare, Fujitsu PalmSecure™ has also been deployed extensively in other industries such as aviation, financial, government, retail, education and manufacturing. This is enabled by Fujitsu Uvance, which delivers a transformation portfolio across seven key focus areas to offer unprecedented value to customers, driven by the ultimate purpose "to make the world more sustainable by building trust in society through innovation."

With innovations like Fujitsu PalmSecure™, Fujitsu is continuing to build new possibilities by connecting people, technology and ideas, creating a more sustainable world where anyone can advance their dreams.

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