Identity verification for telehealth providers

The telehealth provider landscape

Telehealth providers offer patient care through remote channels such as video conferencing and mobile apps.

They complement traditional healthcare providers by freeing up space in hospitals and care centers. Telehealth allows healthcare providers to manage more in-person emergencies and connect providers with patients to services off site. Telehealth also streamlines processes and reduces costs for health care administration.

Direct-to-Patient solutions

Video visit

Healthcare provider connects directly with patient via video.

Second opinion

Patient initiated electronic request for provider to give an opinion on a clinical case.

Remote patient monitoring

Providers remotely monitor patients via connected/mHealth devices.

eVisit

Provider connects with patient via email or secure messaging platform to provide clinical advice.

Provider-to-Provider solutions

eConsultation

Primary care providers consult with specialists to share information and discuss patient care.

eICU TeleAcute

Remote covering clinicians use multiple modalities (monitor data) to follow a defined set of seriously ill patients.

Virtual video consultation

Specialist connects in real-time with a care provider to deliver a clinical service directly supporting the care of a patient (e.g. telestroke).

())IDEMIA

Key facts

\$45.5 billion

value of the global telemedicine market in 2018. This figure is expected to grow at a CAGR of 19% by 2026¹.

97%

patients are satisfied with their first telehealth experience and would recommend it to others².



Americans using remote cardiac monitors according to the American Telemedicine Association².

¹Global Market Insights Telemedicine Market Report | 2020 2026

² American Hospital Association, 2019



Leveraging virtual care

solutions

By extending medical treatment beyond brick and mortar facilities, virtual care engages patients who are limited by distance, chronic disabling conditions, or lack of local specialists/providers.

Virtual health technologies enable patient support via remote data collection, monitoring, diagnostics, and caregiver collaboration. With these innovative technologies, patients once isolated from receiving adequate treatment are able to get the care they need in their place of residence, helping to mitigate pervasive health equity and access issues.

Identity and telehealth:

a central point

Despite all these benefits, this thriving industry faces a number of challenges, such as:

- > Correctly identifying patients
- > Matching patients to their medical records
- > Providing consultation and diagnostic services
- > Verifying qualified doctors or healthcare service providers
- Securing access to personal data

It is critical that telehealth providers know their patient's identity, secure access to relevant medical or treatment histories to ensure consistent and appropriate patient care. In order to properly benefit from these services, patients must complete enrollment in insurance programs or other advantage plans that help cover medical expenses.

A secure and convenient method of identifying and authenticating healthcare records across organizations is central to each of these needs.

Trusted digital identities

The proliferation of digital services across industries has underlined the need for secure and streamlined onboarding and identity verification solutions.

In the telehealth sector, digital tasks such as accessing key records, making appointments or filling out online prescriptions, all rely on patients having a trusted digital identity and being able to prove who they are.

Successful digitization of healthcare services offers countless benefits for administrators, healthcare professionals and patients alike.

For healthcare service providers, the telehealth system enables them to help patients through new channels. Identity verification provides a scalable and cost efficient solution to streamline these services:

Enforce security

A multi-layered identity verification approach helps to prevent theft of confidential patient health information.

Ensure easy access

Patients and healthcare professionals can connect across multiple remote channels, be it online, via mobile or via call center.

Streamline administrative processes

Efficient identity verification helps healthcare administrators manage the clinical process from filling out an admission form to post-operative care and medical prescriptions.

Save time and costs

Remote identity verification reduces paper processing and costs associated with in-person onboarding, while maintaining a large service footprint.

Identity verification solutions

Designing a secure, compliant, and seamless identity verification solution involves a variety of different means such as:



ID documents

Patient and healthcare professionals can use their smartphones to capture their ID document, passport, or driver's license. The data is then verified for authenticity with a trusted third party or a root of trust.



Fingerprints

Smartphone cameras can be used to capture and verify user fingerprints in a contactless and non-intrusive manner.

Use cases



Selfie

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Patient and healthcare professionals can use their smartphones to capture a selfie and perform a liveness detection test. The selfie is compared with the portrait from the ID document and optionally with a root of trust.

Video KYC

A live video chat between individuals and practitioners can provide a more interactive, guided way to capture and verify a patient's identity.





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