

# DIGITAL IDENTITY: UNLOCKING DIGITAL HEALTH

## VIDEO TRANSCRIPT

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**CG:** Digital identity is essentially the thing that allows us to prove that people are who they say they are and govern the things that they can do in a digital world. You know, when you join an organisation, coming through as a new recruit, you've got to be able to prove that you are who you say you are and be able to prove that you are, you know, qualified to operate within that particular speciality. And that then feeds through into what your digital identity should look like in your day-to-day work.

### DIGITAL IDENTITY IN HEALTHCARE

**CG:** A nurse will very often have many many different usernames and passwords for accessing their workstation, for being able to sign into different applications. They current scenario, where we have multiple logins, it is a risk. You know, it lends itself to poor behaviours and that's not the user's fault. It's just how do you start to remember many many different usernames and passwords. They very much think of it as this barrier to being able to access

their work. So, starting to think about having a single digital identity to be able to access my workstation, to be able to sign into those applications for you to know that I am who I say I am, when you communicate with me.

### DIGITAL IDENTITY FOR CLINICIANS

**CG:** Now, we've got a really unique opportunity now to start rationalise that down based on open standards, based on platforms that are universally available to health and care employees so that we can start to improve that workforce experience and have that single point of access to how I operate in my day job. What does that mean for the individual? Well, it means I'm more productive. I'm not spending time trying to log into lots of different apps at the same time. It means, I got a better general experience, but it also means that we are starting to reduce the cyber risk around how I maintain my digital identity online. Starting to build up who I am as an individual, lots of attributes about me. Something that I take real ownership of in the future to curate my own digital identity within the workforce I carry around me in the same way that I carry my ID badge, but I carry it around in an online world.

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