



UNLOCKING DIGITAL IDENTITY FOR PATIENTS

VIDEO TRANSCRIPT

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CG: I think the picture in the patient's space is a very complex one. Absolutely, we need to get digital identity right for patients. When you register for example for a GP practice, you are often asked to bring along those identity documents to be able to prove that you are who you say you are. The same is true in a digital world and we have got really great opportunity to start to leverage things like automation, to be able to allow a digital workflow for proving that you are who you say you are and to start to open up a world where you can access to be able to book your GP appointments, to be able to request your repeat prescriptions.

DIGITAL IDENTITY: PERSONALISED HEALTHCARE

CG: Again, you can start to build-up that identity so, I start to understand your preferences, I start to understand how you access health information. You start to understand, perhaps, how you might link that identity into some of the attributes that you know about the individual's particular health condition so, then, you can personalise the experience for the individual.

DIGITAL IDENTITY: PUBLIC TRUST

CG: if you think what that means from a patient perspective, we start to think about public trust and public trust in digital health services. So, as an individual I would like to believe that the individual, who is accessing my records is auditable, I know who they are, we know what exactly they have done in this within the digital health systems and that's been entirely

traceable throughout the NHS and there's some great work been done to make that happen.

DIGITAL IDENTITY: FUTURE HEALTHCARE

CG: Digital identity is a cornerstone. It's vitally important in terms of how we deliver a seamless experience of digital health and there's all sorts of amazing things that we can do to improve the health service used in digital identity in the future.

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