While the move from paper to electronic health records has many advantages, it also carries a serious drawback—a patient is at an increased risk of being connected with the wrong health record. In some cases, uninsured patients may seek treatment under someone else’s name. Or the mix-up may be accidental, caused by problems that can range from human error to faulty data-storage processes.

Whatever the reason, mix-ups in health records can compromise patients’ safety, particularly if they are inadvertently prescribed medications they should not be taking or are given the wrong medical diagnosis based on someone else’s history. Other harmful outcomes can include identity theft, insurance fraud, and invasion of patient privacy.

Booz Allen Can Help You Be Ready for What’s Next

Booz Allen Hamilton, a leading strategy and technology consulting firm, helps health-care organizations meet this challenge by connecting patients and their electronic health records using biometrics. Through one of several types of biometric identification—such as iris scans, fingerprint scans, face or voice recognition, hand-geometry, palm-vein patterns, or typing dynamics—organizations can match patients and their records.

For example, a patient’s iris patterns might be scanned and then made a part of his or her electronic health records. Whenever that patient visits the doctor, his or her irises are scanned again, and the correct health records can then be accessed.

Our Approach

End-to-End Integration. Booz Allen, a pioneer both in biometrics and in issues related to electronic health record management, brings this combined expertise to health-care organizations as they develop biometric identification systems. As an end-to-end integrator, Booz Allen helps organizations plan and then implement the systems that will be best for them and their patients.
The first step is a needs analysis that determines the prevalence of electronic records mix-ups in an organization and the likely reasons they occur. Next is an evaluation of the current safeguards in place, to assess their effectiveness.

Booz Allen works with health-care organizations to determine the type of biometric identification system that will be most appropriate for its patients. And we assist in developing the necessary policies covering patient consent and privacy issues.

A Vendor-Neutral, Trusted Advisor. Booz Allen serves as a trusted advisor in helping select vendors who will tailor high-quality solutions to each individual health-care organization rather than delivering a one-size-fits-all approach. Just as important, we work with the vendor to ensure the biometric identification system is successfully implemented according to plan.

With new technologies come new risks, and connecting patients with their correct electronic health records is a fast-emerging patient-safety issue. Biometric identification is one of the most effective solutions available.

Whether you’re managing today’s issues or looking beyond the horizon, count on us to help you be ready for what’s next.