Saudi Arabia Ministry of National Guard Health Affairs (NGHA) Adopts RightPatient® Biometric Patient Identification Solution

Problem Statement

The Saudi Arabia Ministry of National Guard Health Affairs faced problems with accurate patient identification causing barriers to provide quality healthcare services and directly placing patient safety at risk.

Challenges

The Ministry of National Guard Health Affairs' mission is to provide optimum healthcare services to their patients. Delivering quality healthcare service to more than 30,000 patients daily from 500+ locations is a ambitious task without having an accurate patient identification system. They were facing problems such as patient misidentification, ID fraud, and duplicate medical records.

Solution

After careful consideration of their options and requirements , they decided to implement the RightPatient® biometric patient identification system using a "smart fingerprint reader." The integration of biometrics for patient identification with their EHR system enabled the Ministry to accurately identify patients to ensure their safety throughout the care continuum.

They wanted a system which could provide fast and accurate patient identification throughout their nationwide health care facilities. RightPatient® was integrated with their EHR system and 544 biometric enrollment and verification points were set up in all hospitals within their network. The system is capable of enrolling more than 30,000 patients each day with a total database size of several million records. For enrolling and identifying patients they choose to use the M2-FuseID™ reader, which provides the opportunity to utilize a combination of fingerprint and finger vein biometrics with strong anti-spoofing capabilities, all in a single biometric reader.

RightPatient®

The M2-FuseID™ advanced fingerprint reader delivers optimal security and reliability.

Saudi Arabia Ministry of National Guard Health Affairs (NGHA) Adopts RightPatient® Biometric Patient Identification Solution

Benefits

Considering the available options, choosing RightPatient® was the most suitable option for the Ministry because it offers all the benefits of a great biometric patient identification system with the added advantage of multimodal capabilities. With the RightPatient® solution, patients no longer had to carry around ID cards or hard copies of their medical records to prove their identity. The deployment of RightPatient® also reduced administrative costs of patient enrollment and saved money by eliminating unnecessary paperwork. Additional benefits include:

- Elimination of patient misidentification that endangered patient safety
- Improved patient identification speed and accuracy
- More secure, efficient and affordable compared to paper ID cards
- Duplicate medical records were reduced to almost 0%
- Reduction in medication errors caused by patient misidentification

About RightPatient®

RightPatient® works closely with healthcare industry, enabling them to ensure patient safety and capitalize on the benefits of biometric patient identification for security and accelerating their return on investment (ROI). This case study on the RightPatient® biometric patient identification system in healthcare demonstrates how biometric technology can be seamlessly be integrated with different electronic health record (EHR) systems to protect patient safety and increase speed and accuracy.

In 2013, RightPatient® worked with the Saudi Arabia Ministry of National Guard Health Affairs , integrating with QuadraMed's Computerized Patient Record (QCPR) EHR system to help enable biometric patient identification. Currently there are more than 30,000 patients across all healthcare facilities under the NGHA network that are identified and verified with their fingerprint and finger vein from more than 500 touchpoints.