

Learn About Palm Vein Scanning at Virtua

Quality care, patient safety, and security are top priorities at Virtua Health. To help protect your privacy, we're providing our patients the option of using palm vein scanning. This technology quickly and accurately connects you to your unique medical record when you check in or register at Virtua.

Why is Virtua using Imprivata PatientSecure palm vein scanners at registration?

Palm vein scanning is a biometric technology that uses the physical characteristics of the veins in your palm to identify you. Your palm vein pattern is unique to you and is more accurate than fingerprints as a form of identification.

Why should I want to have my palm scanned?

The scanners provide a fast and safe way to correctly identify you and accurately link to your medical record while minimizing the amount of personal information you share in public.

Our registration staff will also verify some demographic information at every visit to ensure your medical record is current and accurate. This includes your address, phone number, and insurance.

Why aren't my name and birth date enough to identify me?

A patient can have the same name or birth date as another patient. This can lead to patient misidentification or the creation of multiple medical records for one person. Your palm scan is our best way to identify you and connect to your unique medical record.

How does a palm vein scanner work?

It uses near-infrared light to scan your palm. This light is harmless and doesn't give off heat. It's similar to the technology used in your TV remote.

Who will have access to my palm scan?

When your palm scan is complete, our technology converts it to a numeric file that's linked to your medical record. Because the data is stored digitally and not as an image of your vein pattern, it can't be used to identify you outside of the palm vein scanning system. This unique numeric file will be maintained confidentially and may only be used or disclosed in accordance with our Notice of Privacy Practices.

How do I enroll?

Your one-time enrollment is easy. A staff member will assist you the first time you use the scanner:

- We'll ask you for your first and last name, birth date, and government-issued ID to match your palm vein scan exactly to your medical record.
- You'll place your palm on the scanner for a quick, initial palm vein scan and then repeat the palm scan one more time to complete your enrollment.
- After you're enrolled, you don't have to touch the palm scanner again. The next time you receive care at Virtua, you'll simply hover your palm over the device and wait for the beep.

