

HSEC, ELCARD STRONG AUTHENTICATION AT WORK FOR THE HOSPITAL

	A	B	C	D	E	F	G	H
1	I Q * Z	Q S V B	S W D * * F N Y	* F K D	U R B X	W K H Q	G S A K	
2	Z K X N	L I W Q	N Z H M	L F S P	B N N F	N H H I	X Z L W	C J Z I
3	U B O D	C R P Y	H A A Y	C N F R	B * W O	T O T Q	R G * B	H U D * * S N # 71/1
4	G N M L	G C M W	P E E R	S I R C	V A * S	Y B S Q	Q D R Z	M C J D
5	G O Y U	F S Z I	C X U K	S T E C	E I * V	T O K R	T B S B	C G G B
6	C S J J	T F Z D	B C K I	O X A U	N E H M	R N U M	I P Y Y	Q D N R
7	* P Z V	P M A L	O P M H	* X A V	E C H A	S C Z M	I B J Z	N W P L
8	M I D E	L B X P	R S A Y	O T Z V	J V W J	D C F R	C A L L	K Q L B
9	D C G I	J A J O	L J D N	E X V Z	E H G X	P M T W	C N R P	* V P I
10	Y T R W	J N * K	V N V O	T P B D	A * C B	N I N A	C L F C	R V M H
11	T Y H K	R I J A	F M F S	U G N Z	M V H Y	B I V O	R Z C Y	T A K I
12	R G W D	U Y Q K	* D K E	J U G T	D Q H R	S O F Q	N G T P	A T W W



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- la garder à portée de main et en sécurité ;
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- ne pas la dupliquer ;
- ne pas la prêter à des tiers.

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Gaining access to sensitive data during a mission in the field, managing appointments from home – there are many reasons prompting hospitals to offer mobility solutions to their staff. But the confidentiality and importance of some information exchanged in this way demands the greatest possible protection against unauthorised access.

The Canton of Vaud University Hospital Centre (Centre Hospitalier Universitaire Vaudois - CHUV) could not envisage developing its extranet or its VPN without resorting to strong authentication. As a real city within the city, it still needed to reconcile the diversity and variety of its staff profiles with a limited investment. ELCARD was thus selected from the start because of its universality and due to its low purchase and operating costs.

Very rapidly, the quality of the software and the flexibility of its integration into the existing technical environment made it possible to gain the support of the IT specialists. ELCARD was installed and integrated with the extranet and the VPN in a few weeks without any major issues.

« This is a high-quality system. We have particularly appreciated its robustness as well as the highly elaborate card management processes. »

Fabrice Bavaud

Mindful of the additional effort that strong authentication represents for its users and aware of how important it was for them to accept the system, the CHUV wanted to conduct a thorough study on the best way to introduce the ELCARD system. The considerations centred on two key aspects: the ergonomics of the user interface and the deployment strategy.

The result speaks for itself. Even though the card was not made compulsory to begin with, more than 50% of the stock had gone by the first week and not a single user requested technical support.

« We are surprised. Even people who did not use the Extranet before have come to collect their cards and are now using the service! »

Fabrice Bavaud

The "checklist" card for a smooth start

The success of the deployment is explained both by the user-friendliness of the new man-machine interfaces and the wise use that the hospital makes of the multiple card configurations which can coexist in ELCARD. So they can adjust gradually to using the card, the users are first sent a "checklist" card (see below). When this expires, the users are offered a new card which is more or less elaborate depending on their profile and the sensitivity of the services to which they have access.

« The cards are universal. We will be able to develop new services, which will require even more secure cards. »

Stéphan Misteli

In time, the CHUV solution should allow sensitive information to be placed online for the medical staff without complicating the work of the remainder of the staff.

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