
PALM VEIN SCANNING FAQ

At Einstein Medical Center - Philadelphia, quality care, patient safety and privacy are our **primary** concerns. To help better protect your privacy, we are introducing a new way to quickly, accurately and conveniently establish your identity when you check in or register at Einstein. This new technology is called Palm Vein Scanning.

What Is Palm Vein Scanning?

Palm Vein Scanning uses a near infrared light to read the pattern of veins under the skin of your hand. This vein pattern is unique to you and is not shared by any other person in the world – even if you have an identical twin.

Is Palm Vein Scanning safe?

Yes. the low-level of near infrared light does not give off any heat and is the same type of light used by your TV's remote control.

Why is Einstein using Palm Vein Scanning?

Accurately identifying you ensures that your health care team has your unique medical record to review and documents the care you receive during your visit to Einstein. It also helps to speed up the process at registration and other locations in the hospital.

How do I enroll? How long does it take?

Enrollment is simple. You'll be asked a few basic questions and you will be asked to show a photo ID. Your palm will then be scanned. The entire process takes less than one minute. When you return to Einstein, all you will need to do is state your date of birth, scan your palm and your identity will be confirmed within seconds.

What if I do not have a photo ID to enroll?

Patients without photo ID will be enrolled, but we will ask that you bring photo ID to your next visit.

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

In large healthcare organizations like Einstein, patients may sometimes share the same name, even with the same middle initial or birth date, as another patient. Patients with the same name may have visits on the same day or be hospitalized during the same time period. Your palm scan is the best way to ensure your identity, even if you are unconscious or unable to communicate.



Why scan my palm and not my fingerprints?

The intricate pattern of the veins in your palm is so unique that the scan has an accuracy rate of 99%, while fingerprints are less accurate.

What if I refuse to be scanned?

Palm vein scanning is not mandatory and you will still receive care at Einstein. However, we recommend palm vein scanning because of the extra safety and security it provides you.

What happens to my information?

Your information is securely stored and assigned to your unique Einstein medical record number, without referencing your name or any other personal information. More importantly it is only stored within the Einstein Healthcare Network.

Does palm scanning help protect against identity theft?

Yes. Palm scanning provides a higher level of protection than personal identification numbers, passwords and fingerprints. This data cannot be tampered with or stolen because the system scans the veins in your hand.

Can someone steal my scan?

No. Your palm vein scan is converted to secure digital (numerical) code and is not stored as an image in our system. The scan is also not part of your medical record and no patient health information is stored within your data file.

Will Einstein share my palm scan with other organizations?

No. Palm scan data will not be part of your medical record. If you request that your medical record be released, the palm scan data will not be released with the medical record.

Could my scan be shared with a government agency or law enforcement?

Palm vein scanning could be released for government agency or law enforcement purposes only in special circumstances or in response to a court order presented to Einstein. Because the data is stored digitally and not as image of your vein pattern, it cannot be used to identify you outside of the palm vein scanning system.