



دائرة الصحة
DEPARTMENT OF HEALTH

DOH PATIENT AUTHENTICATION PLATFORM

End User Guideline

PUBLIC

عام

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1. Introduction

Document Purpose:

This document is targeted for the Health Care Sector in the Emirates of Abu Dhabi. Patient Authentication Platform (PAP) electronically authenticates patient's identity via Emirates ID Card and fingerprint during encounters with health care providers. This guide briefly explains the user interface of the Patient Authentication Platform with steps on how to use it.

NOTE: The intended audience are personnel who are registering patients at the facility.

2. PAP DOH (Web Application)

System Interface Brief:

- Insert the patient's Emirates ID card with the chip facing forward into the smartcard reader.

NOTE: Supported Card Readers: -
MSO1350 (Sagem or Idemia) and SecuGen Hamster Pro Dou SC/PIV

Orientation older emirates ID cards: Inserted to the card reader from the front side	Orientation newer (Gen3) emirates ID cards: Inserted to the card reader from the back side
	

- Ensure that the chip on the Emirates Card is facing forward on the reader.
- The PAP Web Application URL's is used to access the patient public data:

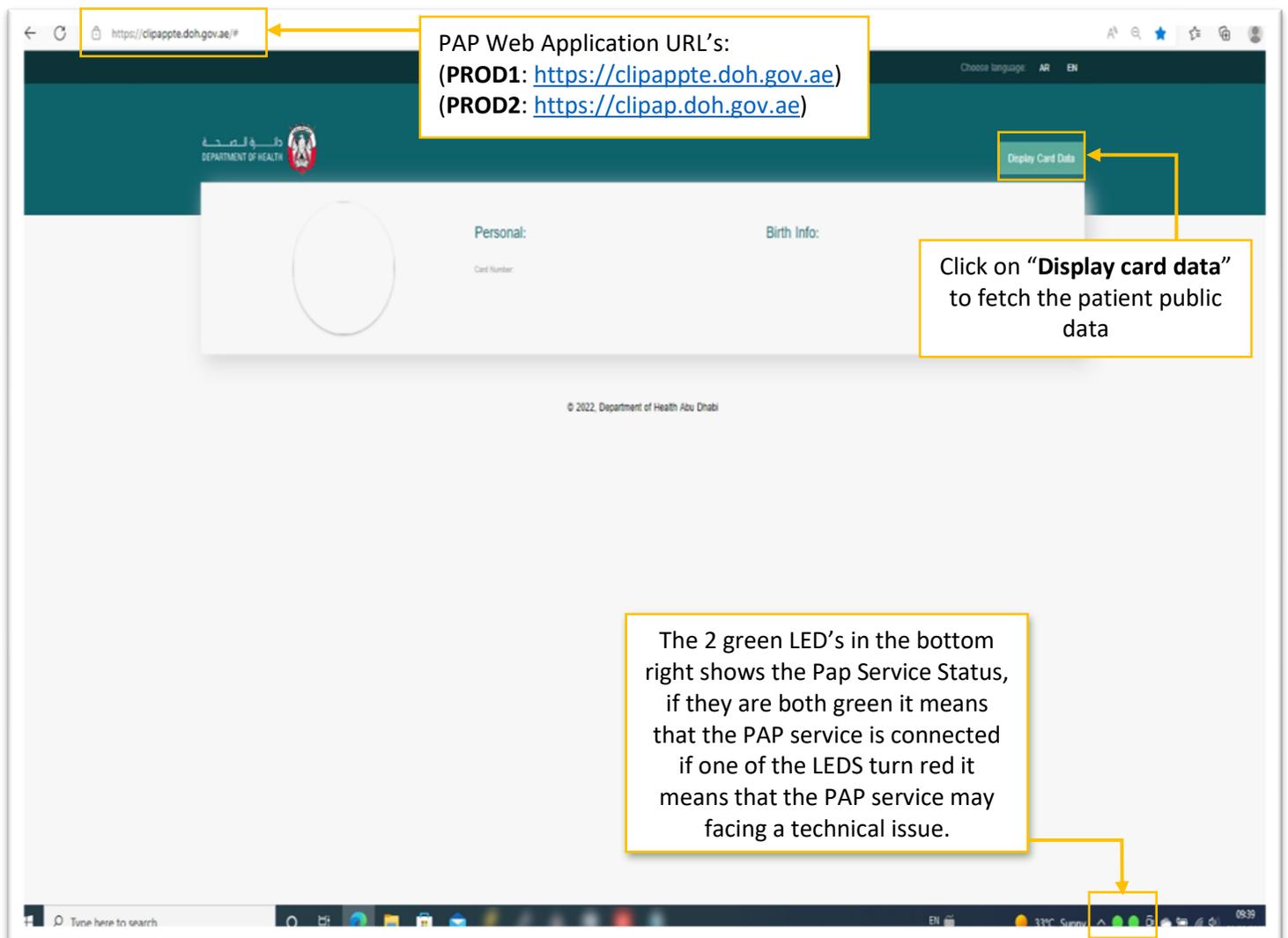


Kindly contact your IT admin to see which URL to access for your set up.

(PROD1: <https://clipappte.doh.gov.ae>)

(PROD2: <https://clipap.doh.gov.ae>)

- Once the patient EID is inserted correctly into the card reader: Kindly click on the “**Display Card Data**” radio button on the main page of the Patient Authentication Platform, this will fetch the public data of the patient.
- The main page of the Patient User Authentication Platform is shown in the screenshot below.



Note: if the LED is not displayed as green, kindly contact your IT admin for further assistance



- Once the “Display Card Data” is clicked, the next page will appear after a few seconds

Public Data Display:

1. On this screen all relevant public data present on the emirates ID card is displayed.

2. The patient will scan his finger which has been selected by the system as shown in the

3. The receptionist must choose and submit a reason from the shown drop box in case the authentication process is not

4. Reset button to reset the

Note: If the presented emirates ID card belongs to a minor (below age 18) person, then immediately/implicitly a "Successful Authentication" is produced, without the need for active/explicit "Biometric Authentication via Fingerprint" as described below.

Biometric Authentication via Fingerprint:

- After Public Data has been read from the card on the top right you can choose which finger to scan using the pictorial representation as below:



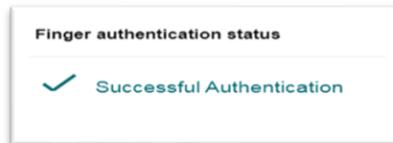
In addition, the you may choose from the text on the bottom of the image.



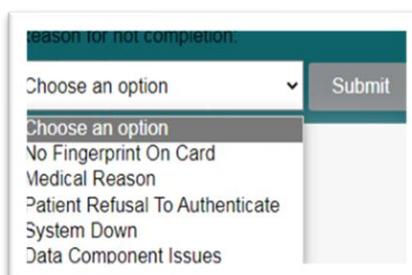
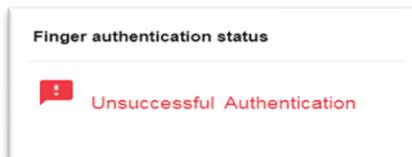
- By clicking the button, a biometric authentication of the patient is being initiated
- Light of the biometric fingerprint scanner glows signaling the patient to place the correct finger firmly on the glass surface, ensure that the same finger is used as selected previously for this to be successful:



- After a short while “**Successful Authentication**” message should appear.



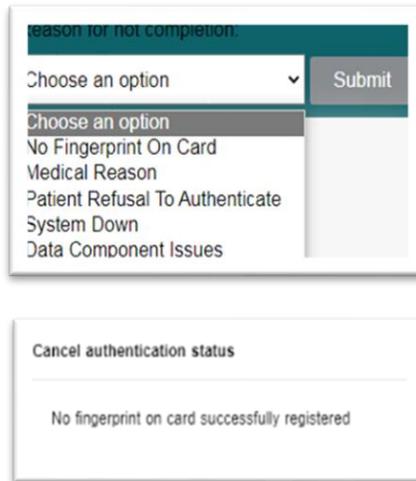
- If the pop-up box shows "**Unsuccessful Authentication**", either repeat the scanning of the patient finger, or cancel, and provide the reason as shown below:



Kindly note that "**Unsuccessful Authentication**" events get recorded in the platform backend as well for later investigation.

Choosing a reason for not completion:

- Instead of an actual fingerprint authentication with fingerprint scan, the user has the possibility to cancel the authentication (before or after the scan is attempted, but not while the rotating gauge is signaling background activity of the system) by choosing one of the predefined reasons from the drop-down list and then clicking **Submit**.



The button **Reset** always clears all data on the screen and allows the operator at the service desk to start over with a new patient.

UI in Arabic language (example):

On top of the screen in the dark bar the user can toggle the display language at any time from English to Arabic and vice versa.



Example "Display Public Data" in Arabic:



3. Technical Support

PAP Call Center Number:- 800 364 727

PAP Email Address :- PAP@doh.gov.ae

PAP Technical Support :- PAP-SUPPORT@doh.gov.ae