



Slovene eHealthcare initiative

Opening a new era of secure on-line access for the benefits of all

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> First generation of Health Insurance cards

Since gaining independence in 1991, Slovenia has wasted no time in establishing itself as a pioneer in terms of modernizing its public healthcare system. Indeed Slovenia, along with France, led the way with the introduction of micro-processor-based health insurance cards as far back as 2000, when the country rolled out two million smart cards to the Slovenian population.

This first foray into a nationwide health card system by the Health Insurance Institute of Slovenia (the Institute), was a significant breakthrough in European healthcare management, with the Slovenian Health Insurance Card (HIC) winning the "Sesame 2000" award.

These cards offer secure patient ID, accurate and up-to-date data in the cards and a significant reduction in fraud and administration. They have been in daily use throughout the entire Slovenian healthcare environment for the past seven years.

> New challenges

In the spring of 2006, the Institute prepared, with all key actors in the Slovenian healthcare environment, a renovation concept for the renewal of the existing system while ensuring the continuity of all supported business processes.

The Institute has several goals with this new project:

- to develop and introduce a new version of the HIC to enable the use of digital certificates in addition to current functionalities
- to develop and introduce a new health professional card with digital certificates as a fundamental security element of the system, which will allow for electronic signing

- to develop and introduce the infrastructure required for on-line access
- to develop and introduce the application equipment for healthcare providers and insurance companies
- to develop and prototype the introduction of electronic prescriptions

The key challenges of the renovation include active participation of all actors, swift execution of changes without disruption of service and the introduction of acceptable, manageable and up-to-date ICT solutions.

Facts about the Slovenian HICs as of end-2007

Smart cards in circulation: 2,061,659
Professional smart cards: 21,023
Card readers: 6,280
Self-service terminals: 297

> The solution

In February 2008, the Institute chose Gemalto and Cetus, the Slovenian leader in security document printing, to supply a comprehensive solution for its latest generation of health insurance cards. Cetus will provide card personalization and the PKI infrastructure.

The Gemalto's Sealys Health Insurance cards will be the first of their kind in Europe to feature its Java-based Sealys Multi App ID to further secure a fully on-line system with digital signatures for healthcare professionals.

Gemalto's Coesys Issuance solution is also perfectly adapted to the Slovenian project, and Gemalto will also be supplying middleware, software applications and applets. The Institute will act as system integrator and as operator of the national healthcare system will issue cards to citizens.

Key to the successful running of the operation is the fact that the new system will be fully backward-compatible with existing infrastructure.

> The results

The first pilots for the new cards will begin in the coming months. Current development activities on this area also promise the issue of first eID cards with incorporated HIC functionalities before the end of 2008.

Gemalto's Sealys Health Insurance cards will significantly enhance on-line services for health providers, enabling simpler and harmonized administrative procedures, and more importantly, will allow electronic transactions to be carried out in compliance with regulations governing the protection of personal data and eTransactions.

For patients, updating data on the card via the network of self-service terminals will no longer be necessary and new services, such as viewing one's own insurance and health data, will be gradually introduced.

For health insurance companies, the risk of misuse due to the concurrent review of data on insured persons is reduced.

Slovenia's eHealth 2010 strategic plan has the ambitious objective to inter-connect health and social information systems on a national level, ensuring eServices and transparent information will be available to all relevant parties in a secure and efficient way.

> Key events and dates for Slovenia

January to June 2008 - Slovenia holds the EU presidency.

December 2007 - Civil servants can create simple eForms for a particular service in a convenient and simple manner.

November 2007 - Online registration for small and medium-sized companies.

October 2007 - 'Elections of the president 2007' website allows to view online the electoral participation at the time of election, as well as the results of the vote.

September 2007 - "ePractice.eu Good Practice label" AWARD for 2007. Slovenia enters the European countries top five for sophistication and online availability of public services.

June 2007 - Slovenia ranks second among European countries for its eVEM online one-stop shop for entrepreneurs at the annual United Nations Public Service Awards in the category 'Improving transparency, accountability and responsiveness in the public service'.

February 2007 - The Slovenian Government adopts an eGovernment Action Plan set to run until 2010.

January 2007 - Slovenia becomes the first 2004 EU entrant to adopt the Euro.

August 2006 - biometric passports launch.

June 2006 - Launch of the portal of public eServices with a single access point to more than 400 different services and 350 forms. The National Health Informatics Council is established following the institution of the Health Informatics Standardization Board. The new Council will ensure that informatics are optimally applied in support of the national health system goals.



April 2006 - The Slovenian government adopts a new eGovernment Strategy (SEP-2010).

December 2005 - The national eHealth strategy, entitled 'Strategic plan for the Slovenian health sector informatisation' (eHealth 2010) is published.

November 2005 - the Slovene Government adopts the Program of Measures for Reduction of Administrative Burdens.

July 2005 - online one-stop shop for business entities.

May 2005 - The Electronic Central Register starts to operate.

June 2004 - citizens can apply for certificates of (no) criminal record and notify crimes to the police electronically.

May 2004 - taxpayers can submit their income tax returns online.

November 2003 - first trusted electronic time stamps issuance.

February 2003 - the Government adopts "Republic of Slovenia in the Information Society", a strategy paper for the development of the Information Society in the country.

> Efficient infrastructures and equipments

- The government-wide network HKOM (Fast Communications Network), connects more than 1,600 local computer networks.
- The eGovernment portal e-Uprava supports Government to Citizen, Government to Business and Government to Government interactions and services to citizens, legal persons and public employees. It supports full electronic handling of administrative forms. Ranked as best practice case as a personalized, targeted gateway by the European Commission study (September 2007 - Caggemini)
- The eVEM portal was set up in 2005 as a free one-stop shop for business-related issues. Entrepreneurs can use the services safely through a qualified digital certification system or in one of the 200 VEM access points where a clerk performs these procedures for them.
- An e-procurement portal, a tax on line portal.
- The Slovenian Central Register of Population.
- A Public Key Infrastructure (PKI) and four certification authorities.
- A legal framework: Personal data in this database can only be used under the conditions regulated in the Personal Data Protection Act.
- Biometric passports in accordance with the European Union recommendations.
- Two million eHealth smart cards in circulation.

> e-Government in Slovenia at-a-glance

Public services for citizens	Level			Comments
	1/2	3	4	
1. Income tax, declaration and payment			X	http://edavki.durs.si/ online income tax returns with qualified certificate - filling-out a form, validating data, digitally signing and timestamping the form
2. Job search through Employment Offices			X	http://www.ess.gov.si/ and http://www.mddsz.gov.si/ databases access with job offerings, subscription to a weekly electronic supply of pre-selected jobs. Employers can also consult databases of candidates.
3. Social security (at least 3 of the following services)				
Unemployment benefits			X	http://www.ess.gov.si/ On-line information and downloadable forms
Family allowances		X		http://www.mddsz.gov.si/ , http://www.gov.si/csd/ downloadable forms
Reimbursement of medical costs		X		http://www.zzs.si/
Student cover and insurances		X		http://www.mss.gov.si/
4. Official documents (passport and driver's license)				
Passport			X	http://upravneenote.gov.si/ http://www.mnz.gov.si/ Information about the process, Since April 2007, automatic reminder of the expiration date of one's passport by email
Driver's license			X	http://upravneenote.gov.si/ http://www.mnz.gov.si/ http://e-uprava.gov.si/ Information about the application process and downloadable forms, online renewal, electronic form online payment. Automatic reminder.
5. Vehicle registration (new, used, imported)		X		http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci euprava?zdid=452&sid=640 and http://e-uprava.gov.si/e-uprava/emrvl.euprava
6. Building permit			X	http://upravneenote.gov.si/
7. Police declaration and complaints		X		http://e-uprava.gov.si/ http://www.policija.si/ Crime reporting to the police electronically via the eGovernment portal
8. Public libraries (availability of catalogues, search tools)			X	http://cobiss2.izum.si/ Online Bibliographic System & Services form the virtual library of Slovenia.
9. Certificates (birth and marriage): request and delivery			X	On-line birth or marriage certificates request and delivery - full electronic handling of administrative forms used by all residents equipped with qualified digital certificates
10. Enrolment in higher education/university			X	http://www.vpis.uni-lj.si/ Online application for enrolment in higher education.
11. Announcement of moving (change of address)			X	http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=612 e-change of place of residence by holders of qualified digital
12. Health related services			X	Ordinacija.net provides health advice, help in finding healthcare services, effective tools that help users locate the information they are interested in.

Public services for businesses	Level			Comments
	1/2	3	4	
1. Social contribution			X	http://edavki.durs.si/ Totally on-line social contributions for employees
2. Corporate tax: declaration, notification			X	http://edavki.durs.si/ online corporate tax returns with a qualified :filling-out a form, validating data, digitally signing and timestamping the form.
3. VAT: declaration, notification			X	http://edavki.durs.si/ Filling-out a form, validating data, digitally signing and timestamping the form.
4. Registration of a new company			X	http://evem.gov.si/ e-registration using any qualified digital certificate
5. Submission of data to statistical offices			X	http://www.stat.si/ Enterprises can submit statistical data online.
6. Customs declarations			X	http://carina.gov.si/ Full e-declaration of customs electronically. The site implements the authentication by PKI and assures non-repudiation by eSignature and Time Stamping.
7. Environment-related permits (incl.reporting)			X	http://www.arso.gov.si/
8. Public procurement	X			http://www.enarocanje.si/default.asp?podrocje=portal Information and form downloading.

Levels 1 and 2 – On-line information and access to download a form - Level 3 – Interaction with the site: downloading and sending a form on-line - Level 4 – Bilateral interaction with possible payment and authentication of the user

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