

# Health Cards Improve Public Healthcare

12 million Brazilians participate in efficient, state-of-the-art program

## The Challenge

In rural Brazil, a local resident walks into a public healthcare clinic and presents his chip-based health card. He's here to receive an annual flu vaccination. The receptionist inserts the card into the reader and immediately his personal data and medical history appear on the screen at her workstation. She enters his request in the appropriate places and directs the resident to a room down the hall.

In metropolitan Sao Paulo, an elderly woman is rushed to the nearest medical emergency room suffering chest pains. While physicians attend her needs, admitting personnel read her health card and immediately learn her identity, her medical history and her current medications.



ICE 7000 CE terminal

Throughout Brazil, some 12 million citizens are currently piloting a public healthcare program using chip-based cards, or smart cards, to identify participants. Not only are medical records updated quickly and with minimal data entry, the aggregate data helps Ministry of Health officials document incidences of disease, use of health clinics and associated costs. This information enables them to plan effective health policies and efficiently allocate resources.

## The Solution

Health card systems control and manage data acquisition and processing. They are ideal for scheduling examinations and other services, controlling delivery and expenses, collecting payment from patients and insurers, and monitoring medical needs and trends for private and public entities. As such, their role in providing healthcare to a nation is highly significant.

Given the importance of healthcare planning and allocation, the Ministry of Health accepted proposals from six global providers. Three contracts were awarded, with Hypercom® receiving two based on its ability to provide a turnkey solution including design, implementation and maintenance for the vast geography and population of Brazil.

Phase one of the new healthcare card system affects two-thirds of the country's geography and 12 million residents. Phase two will include the entire real estate of Brazil and all its 171 million citizens.

The Hypercom solution is based on the ICE™ 7000 CE, a highly secure, Internet-enabled, touch-screen terminal located in local medical offices and connected to a network backbone based on the Hypercom Integrated Enterprise Network (IEN) architecture. This backbone consolidates legacy LAN, voice, video, fax and data traffic to improve efficiency and reduce costs. The same scalable platform can also integrate newer technologies such as IP, frame relay and Voice over IP (VoIP). Hypercom provides terminals, servers, networking equipment, the infrastructure health cards, software, deployment and installation, as well as complete call center support.



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Although the health card system is primarily designed to capture information from the health units for use by Ministry of Health officials, the system also allows health units to query the data. For instance, a physician may wish to know what specific medical procedures and examinations a certain patient had during the last six or twelve months. The entire system has been designed to be highly secure, ensuring only those with authorization can access information. Confidentiality is critical and the Hypercom solution delivers this important requirement.

**The Result**

The Brazilian health card system, as designed by Hypercom, delivers significant benefits to all involved entities.

**Citizens:**

- ❑ Provides faster and more reliable access to health services
- ❑ Makes access to personal medical histories easier for authorized personnel
- ❑ Instantly alerts medical staff to drug allergies
- ❑ Quickly identifies individuals in emergency situations

**Government officials:**

- ❑ Virtually eliminates fraud
- ❑ Collects reliable health and disease data
- ❑ Easily tracks epidemiological occurrences
- ❑ Health policies can be easily revised and disseminated

**Health professionals:**

- ❑ Easily identifies patients
- ❑ Quickly accesses patients' medical histories
- ❑ Simplifies filling out forms and other documents
- ❑ Enhancements to scheduling
- ❑ Controls drug dispensation
- ❑ Controls examination scheduling
- ❑ Forms are standardized and simplified



ICE 7000 CE terminal

Future possibilities of the Brazilian health card system are innumerable. New functionality can easily be added as new technologies become available. And the government can serve its citizens with better quality healthcare.

*For Hypercom solutions to your health care programs for your state or government entity, contact [info@hypercom.com](mailto:info@hypercom.com) or your regional Hypercom office.*

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Headquartered in Phoenix, Arizona, Hypercom maintains an installed base of more than 4 million card payment terminals which operate in over 100 countries and conduct more than 2.85 billion transactions annually.