

## My Kanta Pages service description 1 November 2022

Kela / Kanta Services

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## Change history

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## 1 Introduction

This document is a general description of the operations of the My Kanta Pages in Kanta Services. The user manual for the service can be found in the appendix My [Kanta Pages User Manual \(kanta.fi\)](#) .

The My Kanta Pages is a statutory e-service for all citizens who have a Finnish personal identity code. Everyone who has a Finnish personal identity code and an identification tool intended for electronic identification have access to the My Kanta Pages. Minors can also visit the My Kanta Pages themselves if they have the electronic identification tools needed to log in.

When a health care and social welfare organisation joins the Kanta services, the information stored about the customer will become visible to citizens in the My Kanta Pages. The data is visible to patients whose health data is stored in the Patient Data Repository and for whom electronic prescriptions have been issued. All public service providers and most private service providers have joined Kanta Services. The Act on the Electronic Processing of Client Data in Health Care and Social Welfare (the Client Data Act 784/2021) obliges private social and health care service providers to join the national information system services if the service provider has an information system intended for the processing of client and patient data. The stored data is displayed in the My Kanta Pages in the language in which the social welfare and health care professional has recorded it in the client or patient information system. The My Kanta Pages are available in Finnish and Swedish.

The aim of the My Kanta Pages is for patients to participate in their treatment and in promoting their health. Through the My Kanta Pages, patients can verify the information that has been recorded about them in health care. The user can also see how their prescriptions and health data are shared. In the My Kanta Pages, patients can give consent to sharing their patient data, set up denials of consent and store their well-being data in Kanta Services. In addition, the patient can submit requests for renewals of prescriptions and make an organ donation testament and living will. These actions save health care professionals' time.

## 2 Environmental standards

The My Kanta Pages service does not require separate software or components to be installed on the device. The My Kanta Pages service works with the most commonly used and manufacturer-supported operating systems, browsers and combinations thereof.

An outdated operating system or browser does not support the current security standards and recommendations. Therefore, the My Kanta Pages do not work on all outdated browsers or browsers running on an outdated operating system.

### 3 Logging in to the service

You can log in to the My Kanta Pages service at [www.kanta.fi](http://www.kanta.fi).

Users log in to the My Kanta Pages service using Suomi.fi identification, which allows the user to log in to all Finnish public administration electronic services that require strong identification. The identification requires online banking codes, an electronic identity card, a mobile certificate or a professional or organisation card for health and social care. Only a person who has a Finnish personal identity code linked with the certificates they use can log in to the service.

With Suomi.fi identification, the user of the My Kanta Pages is identified through strong electronic identification. Suomi.fi authorisations can be used to verify a person's authorisations and competence to act electronically on behalf of another person. When securing authorisations, the My Kanta Pages sends an automated query to Suomi.fi authorisations, which indicates whether the person using the service has the right or authority to act on behalf of another person. [Learn more about Suomi.fi identification.](#)

The My Kanta Pages service retrieves the user's data from the Population Information System (VTJ) when logging in. The data is retrieved primarily from Kela's VTJ copy and secondarily from the data returned when logging in to the Suomi.fi service. If the VTJ data is not obtained from either source, the user will be logged out of the My Kanta Pages immediately upon the login attempt.

All services that use Suomi.fi authentication can be used with a single login. The login is valid for 30 minutes at a time. Logging out also happens simultaneously from all e-services. It is not possible to log in to the My Kanta Pages using other countries' identification methods.

### 4 Functionalities

Users can **browse** the following data if it has been stored in the Kanta services in social welfare and health care:

- prescriptions, medicine purchases and information on dispensed prescriptions
- diagnoses
- service events, i.e. visits and treatment periods (patient record text in report form)
- imaging
- laboratory tests
- referrals
- measurements
- risk information
- vaccinations
- oral health care records and dental examinations
- health care and treatment plan
- certificates and statements
- measures
- wellbeing data
- information on the sharing of health data (not in use when acting on behalf of another)
- COVID-19 certificates

Users can **manage** the following information:

- prescription renewal requests
- denial of consent to sharing prescription data
  - not in use for people acting on behalf of another
  - not in use for minors
- information about Kanta Services
  - when a guardian acts on behalf of a minor, the guardian can acknowledge receipt of the information about Kanta Services only if the minor has not themselves acknowledged receipt with a health care provider
  - not used by minors through the My Kanta Pages
  - When acting on behalf of an adult, the assignee may acknowledge receipt of information about Kanta Services if the assignor has not themselves acknowledged receipt on the My Kanta Pages or with a health care provider.
- denials of consent to data sharing (concerning a social welfare and health care service provider, its data file or the visit/treatment period)

- not in use for minors
  - in use for people acting on behalf of an adult on the My Kanta Pages and in health care
- consent to data sharing
  - not in use for minors
  - when acting on behalf of a minor, the guardian can only withdraw consent to data sharing that was given by themselves (not consent given by the minor or another guardian)
  - when acting on behalf of an adult, the assignee may give consent to data sharing on behalf of another person
- consent for electronic prescriptions in Europe (until 31.12.2022, after which the consent will be removed)
  - not in use for minors or when acting on behalf of a minor
- organ donation testament
  - not in use for minors or when acting on behalf of a minor
- living will
  - not in use for minors or when acting on behalf of a minor
- deletion of wellbeing data and licensing of wellbeing applications

Citizens can save their own wellbeing data in Kanta and view test results on the My Kanta Pages. Wellbeing data refers to measurements, lifestyle data, and activity data. Kanta PHR is used with wellbeing applications provided by third parties approved in accordance with the Client Data Act. Kanta Services maintains a [list of applications](#) on the kanta.fi website that allow the user to store their own wellbeing data in Kanta.

[Wellbeing information in Kanta PHR - Citizens - Kanta.fi](#)

## 5 Views used in the My Kanta Pages

The My Kanta Pages service mainly utilises the structured data content of the documents stored in the Patient Data Repository of the Kanta Services. The medical record for a visit/treatment period includes different information depending on whether an outpatient or inpatient visit is concerned. As a rule, all information is displayed about outpatient treatment, but only medication and summary information is displayed for inpatient care.

The information displayed in the medical records text is displayed from the textual part of the archived documents. As a rule, a prerequisite for displaying the patient record in the visit/treatment period data is that it is specifically a patient history entry archived in the Kanta

Services' Patient Data Repository. Health care providers may also store data on forms, which are not necessarily shown on the My Kanta Pages.

The data displayed on the My Kanta Pages must be stored in the latest version of the document and the information will not be displayed if the latest version of the document has been made void.

The My Kanta Pages also do not display any data on a document subject to delayed display in health care, or if the document has been marked as containing data about another person.

## 6 Acting on behalf of someone else on the My Kanta Pages

### 6.1 Acting on behalf of a minor on the My Kanta Pages

The functions required for acting on behalf of a minor on the My Kanta Pages have been taken into use at different stages which vary by location and health care service provider. In the initial stages, guardians were only able to act on behalf of a minor under the age of 10. Since autumn 2020, legal guardians have been able to act on behalf of minors of all ages on the My Kanta Pages.

The My Kanta Pages can be accessed on behalf of a minor by their guardian or by a person who has the right of access the minor's health data. When acting on behalf of a minor, custody and the right of access to information are checked with the Digital and Population Data Services Agency. The information is displayed in the My Kanta Pages to all guardians and persons with a right of access to information in the same way. (With the exception of non-disclosure for safety reasons and guardianship situations.)

A prerequisite for data of minors over 10 years of age to be visible to the guardian is that the health care organisation has made the necessary technical updates to the patient information system. The updated patient information system must include a structured record entered by a professional of the minor's decision-making ability and of the minor's consent to the sharing of data with the guardian confirmed separately on each visit. Due to the work on updates, in the future, transition period health data will not be visible to the guardian. Transition period health data is data that has been stored in a non-updated patient information system for minors aged 10–17. Every service provider should inform its customers once the update work has been completed.



As a rule, a guardian or legal representative may view the client and patient data of a minor on the My Kanta Pages until the minor reaches the age of 18. However, if the minor is in a professional's view capable of deciding on their own treatment with respect to their age and level of development, they minor has the right to set up a denial of consent to the sharing of their health and treatment data with their guardian.

### 6.1.1 Acting by virtue of a right of access

A person with the right of access to a minor's health data may view the data on the My Kanta Pages. A person with the right of access to data can view the same information as a guardian but cannot take action on behalf of a minor.

The right of access to information is granted by a decision of a District Court or a social welfare authorities. Information about this right must be entered into the Population Information System in an encoded format to enable access to the My Kanta Pages.

### 6.1.2 Guardians acting on authorisation

Aguardian may authorise another guardian to act on behalf of a minor on the My Kanta Pages. The guardians must act in agreement and both guardians must confirm the authorisation.

A parent's non-disclosure for personal safety reasons may have previously prevented a guardian from using the My Kanta Pages on behalf of a minor. When guardians authorise each other to act on behalf of a minor, a non-disclosure order concerning one or both parents does not prevent them from doing so. A non-disclosure for safety reasons concerning a child always prevents guardians from accessing the My Kanta Pages on their behalf. In this case, the guardians can act on behalf of the minor directly though the health care service provider.

A possible custody sharing agreement/order may also affect the use of services on behalf of a minor on the My Kanta Pages. If a custody sharing agreement has been recorded in the Population Information System in a coded format, guardians may act on behalf of the minor on the My Kanta Pages as provided in the custody agreement. If a coded record of the child's custody has not been made in the Population Information System, guardians can use the My Kanta Pages once they have authorised each other to act on behalf of the minor.

The authorisation is made on the Suomi.fi online service.

[Read more about acting on behalf of a minor.](#)

## 6.2 Acting on behalf of an adult on the My Kanta Pages

Authorisation to act on behalf of an adult was introduced on the My Kanta Pages in March 2021. Acting on behalf of an adult requires an authorisation on the Suomi.fi online service of the Digital and Population Data Services Agency (DVV). An adult with full legal capacity can be authorised by using the identification on the Suomi.fi online service.

If electronic identification is not possible, the authorisation can be set up at the DVV's service location or on the basis of an application. In other words, personal authorisation is also possible without the means of strong electronic identification or digital devices.

The e-authorisation is named **Managing matters related to health care** mandate. The authorisation is valid on the My Kanta Pages as well as in other health care service channels.

The assignee has most of the same rights to use the My Kanta Pages as the person granting the authorisation. For example, the assignee can renew prescriptions and view treatment data, but they cannot manage organ donation, living will or wellbeing data.

[Read more about acting on behalf of an adult.](#)

## 7 Accuracy of information

The My Kanta Pages show data recorded by the health care system about both the patient and their medication. Kanta Services verifies the accuracy of the recorded data for which Kela acts as the controller .

Prescriptions are stored centrally in a database called the Prescription Centre. Kela is the joint controller of the Prescription Centre. The accuracy of prescriptions stored in the Prescription Centre can be verified by sending a verification request to Kela.

Kela is not responsible for the accuracy of patient data, as patient data is recorded in patient information systems by health care providers during care visits. Therefore, health care organisations act as the controllers of patient data. If there are any omissions or errors in the patient data, the patient is advised to contact their health care unit in question or their Data Protection Officer, for example. The patient can also contact the Data Protection Officer if they suspect that data has been recorded in another person's records or the patient data is otherwise incorrect.

## 8 Before contacting Kanta Services

Before contacting Kanta Services in a health care organisation, the patient data is verified using the Archivist user interface:

- has the data been stored in the Patient Data Repository
- is the document subject to a delayed display
- which service event the statement is archived under
- the date on which the statement was archived.

If the organisation is unable to identify a reason for the problem, the organisation will report the error to Kanta Services. The patient should not be directed to contact Kanta Services themselves. [More information on the topic for professionals.](#)

If the archived data is not displayed on the My Kanta Pages, the following should be checked before contacting Kanta:

- the user has used the My Kanta Pages service and launched it using the correct address
- the user has searched for data to be displayed in the correct place within the user interface
  - Prescription Centre data is found by following the navigation link Prescriptions
  - Patient Data Repository data is found by following the navigation link Health Data
- The user has used the health care service provider whose data they wish to see.

The data to be displayed (document)

- has been stored in the Patient Data Repository or the Prescription Centre
- is linked to a person's primary document, i.e. a service event (visit or treatment period)
- is stored under the person's personal identity code (each document displayed on the My Kanta Pages is retrieved on the basis of the personal identity code) and the personal identity code complies with the guidelines of the Digital and Population Data Services Agency's Population Information System (VTJ)
- complies with national specifications in terms of data structure.

#### Information displayed from the Patient Data Repository

- is not stored under a voided document
- is in the main view according to the national view code list (the My Kanta Pages do not show data if the main view is a local view)
- has not been delayed, in which case the information will only be displayed on the My Kanta Pages after a delay
- is not available in a view that the My Kanta Pages do not display (see separate table on the views utilised by the My Kanta Pages)
- does not contain data about another person (separate metadata, and there is no ERAS view)
- is not service event documents (primary documents) without treatment documents, in which case no actual treatment information is displayed on the My Kanta Pages (only visit/treatment period).

#### Data displayed from the Prescription Centre

- the prescription has not been made void for a technical reason or due to the death of the patient
- the medicine purchase has not been made void.

## 9 Disruption

The functioning of the My Kanta Pages may be disrupted by malfunctions in the binding systems. If there is reason to suspect disruption on the My Kanta Pages, first check the function of the binding systems.

- Kanta.fi
  - users cannot find the My Kanta Pages
  - disruption notification does not work
- Other Kanta Services
  - Patient data repository (Health data section unavailable)
  - Prescription service (Prescription section unavailable, unable to submit a renewal request)
  - Declaration of intent service (consent, denial of consent, declaration of intent)
  - Kanta PHR (Wellbeing data)

- Patient data systems and pharmacy systems
  - Unsaved data is not displayed or may show as incorrect
- Kela receives data from the Population Information System (VTJ) of the Digital and Population Data Services Agency
  - The management of data use, organ donation testament, and the living will sections are unavailable, and renewal requests cannot be submitted if the name information is not obtained at login via VTJ or Suomi.fi identification
- Suomi.fi identification
  - User is unable to log in to the My Kanta Pages or the login is slow
  - Disruption in identification methods, e.g. a specific bank's identifier or mobile certificate
- Links
  - Links to more information on the page do not work or the browser returns an error message to the user
- Suomi.fi authorisations
  - Access to acting on behalf of person denied
  - Acting on behalf of a minor is denied if the minor's data cannot be retrieved
  - Acting on behalf of an adult is denied if the Suomi.fi online service does not have a valid authorisation

If disruption in the My Kanta Pages prevents the user from accessing the data available on the My Kanta Pages,

- prescription and health information can be obtained from health care
- prescriptions can be renewed at a pharmacy or a health care provider
- Information about Kanta Services, consent or denial of consent to data sharing can be set up and managed with a health care provider
- a declaration of intent can be established with a health care provider
- wellbeing data is used through the relevant applications
- log data is available from the controller upon written request.

## 10 Stored user data and data retention period

The My Kanta Pages log data on the user's login and acting on behalf of another person.

The My Kanta Pages do not have any other data resources for storing personal data. Access

to and/or acting on behalf of another on the My Kanta Pages service will be denied upon the failed entry of log data. The data content of the My Kanta Pages logs and the data retention periods are described [in the privacy statement for the](#)My Kanta Pages log data.

The logs of the My Kanta Pages are protected and regular backups are made of them. The log data cannot be edited and unauthorised access to the data is denied. All data usage is logged.

Citizens have the right to check data about themselves that is stored when logging in to the My Kanta Pages service. Login data can be requested from Kela. Data requests include a request for access and a request for log information. Read more: [What information is stored about me?](#)

## 11 Data protection and service availability

If the user does not use the My Kanta Pages for 30 minutes, a timeout will occur. The My Kanta Pages show a warning to the user about the timeout. At this stage, the user can select to continue to use the service, unless the timeout function in the identification service has already occurred.

A page left open in the browser will remain open until the browser or tab is closed, or until the user navigates to another page in the browser. The user can access other e-services without new identification, unless the timeout period of the identification service has been exceeded. If the identification timeout period has been exceeded, the user is required to log in again in order to continue using the My Kanta Pages and other services that use Suomi.fi identification.

The My Kanta Pages are available 24/7. Planned maintenance breaks are mainly scheduled for Thursday mornings between 6-7am (service window from 6am to 10am) and will be [announced in advance on the kanta.fi website](#). Normal service deployment does not cause downtime.

## 12 Contact

Kanta Services' general advice provides support and advice to both citizens and professionals.

Citizens are welcome to ask questions and give feedback on Kanta Services by e-mail or by using the customer feedback form. We recommend that you check that your address and contact method [in your contact details](#) are correct so that communications are addressed correctly.

Social welfare and health care professionals should read [the professionals' incident instructions](#), which explain what to do in the event of any problems with the Kanta Services.