

# Service description

## My Kanta Pages Personal Health Record

24.10.2018 Kela Kanta services



## Change history

Version	Change	Made by	Date
1.0	First published version for pilot stage	Kela Kanta services	20.4.2018
1.1	Contents updated to correspond with the more extensive production use of the service	Kela Kanta services	24.10.2018



## Contents

1	Description of the service.....	4
1.1	Wellbeing applications.....	4
2	Using the service.....	4
2.1	Use of the service in My Kanta Pages.....	5
3	Service period and interruptions .....	5
4	Service disruptions.....	5
4.1	Before contacting the Kanta services .....	6
5	Contact details .....	6



# 1 Description of the service

This document is aimed at the users of My Kanta Pages Personal Health Record.

My Kanta Pages Personal Health Record (hereinafter Kanta PHR) is part of the Kanta services. The register controller of the Kanta PHR is the Social Insurance Institution of Finland (hereinafter Kela).

The Kanta PHR is a national data repository in which citizens can enter their own wellbeing data. Wellbeing data means the user's measurement, lifestyle and activity data that is directly or indirectly linked to their wellbeing and health promotion. The entered data may include, e.g. the results of blood pressure and blood glucose measurements, symptom assessments, health check-ups and self-care plans. The objective of the Kanta PHR is to increase the citizens' interest in promoting their own health and wellbeing and to speed up care processes.

The Kanta PHR is used with wellbeing applications provided by third parties (hereinafter the Application Supplier) and approved by the Kanta services. The wellbeing applications must meet the approval criteria and pass the approval testing for Kanta services. [A list of the applications](#) available for using the Kanta PHR is maintained by the Kanta services on the kanta.fi website.

The Kanta PHR is available only to persons aged 16 or over.

## 1.1 Wellbeing applications

A wellbeing application is a tool for entering and processing the user's wellbeing data. The application may be

- an app used on a mobile device (smartphone, tablet),
- a server-based application used on a computer (e.g. symptom evaluation survey), which is completed in the web browser,
- a measurement device, e.g. blood glucose or activity meter, from which the data can be transferred into the Kanta PHR, e.g. with the wellbeing application provided by the equipment supplier,
- another web-based software, service or computer program.

The wellbeing applications are very different from each other. One application may only enter data in the Kanta PHR whereas another one may also process the data in the Kanta PHR with the user's permission. Processing of wellbeing data means, for example, that the application retrieves the user's blood glucose data from the Kanta PHR and gives recommendations to the user on the basis of the data.

The user takes the wellbeing application into use in accordance with the instructions provided by the Application Supplier. The application and the Kanta PHR both have their own [terms of use](#).

The Kanta services are not responsible for the wellbeing applications approved for the Kanta PHR, for their functionalities or maintenance or for the accuracy of the data gathered by them.

## 2 Using the service

The Kanta PHR is used with wellbeing applications. The user takes the Kanta PHR into use by granting the wellbeing application a user right to enter the user's personal wellbeing data in the Kanta PHR and to process the data in the Kanta PHR. At the same time, the user accepts [the terms of use of the Kanta PHR](#) and gives their consent to entering their data in the Kanta PHR.

The user may use the Kanta PHR with as many wellbeing applications approved for the Kanta services as they wish. An up-to-date [list of the applications](#) accepted for using the Kanta PHR is available on the kanta.fi website. All data entered in the Kanta PHR by the user can be utilised by all the applications to which the user has granted user rights. In the deployment stage, the application will indicate the kinds of rights it will need in order to function properly.

The user right granted to an application is permanent. If the user does not use the application for one year, the user right will be requested again after a year. When an application is used on a regular basis, its user right will remain in force and it will not be verified annually.

The user may stop using the Kanta PHR at any time. The user may remove the user rights they have granted to the wellbeing application and all the wellbeing data they have already entered in the Kanta PHR either via the application or in My Kanta Pages. With respect to the removed data, the log data related to the use of data will remain in the system.

When using the application for the first time, the user will log in with strong authentication (Suomi.fi identification). After that, the application is used without strong authentication.

The functionalities of the wellbeing application and the data to be entered depend on the application and its features. The user is personally responsible for entering their data in the Kanta PHR and for the contents, use and removal of the wellbeing data they have entered in the service.

The criteria for processing personal data are described in the privacy policies, which are available on kanta.fi > data security.

## 2.1 Use of the service in My Kanta Pages

The user can browse and delete their wellbeing data in the Kanta PHR also via My Kanta Pages. In My Kanta Pages, the data is available under the heading of Wellbeing data. The data is shown to the user in the language it has been entered in. In My Kanta Pages, the user can also see all the applications they have given access rights to in the Kanta PHR.

## 3 Service period and interruptions

The Kanta services maintain the Kanta PHR so that it is available without interruption, with the exception of planned maintenance breaks, unexpected technical breakdowns or other interruptions to the service not attributable to the Kanta services. Scheduled down-times are reported on the [www.kanta.fi](http://www.kanta.fi) website.

## 4 Service disruptions

The operating environment of the Kanta PHR includes various linked systems, the functioning of which must be taken into account in a suspected service disruption to the Kanta PHR. These kinds of linked systems and the service disruptions that may be caused by them include:

- an application for using the Kanta PHR and the related service disruption (deployment of the Kanta PHR failed / data cannot be entered into the Kanta PHR / data cannot be utilised from the Kanta PHR),
- service disruption in My Kanta Pages (data entered in the Kanta PHR cannot be viewed via My Kanta Pages),
- service disruptions in Suomi.fi identification or error situations with various identification media, e.g. online banking codes or mobile certificates (first use of the Kanta PHR failed).



## 4.1 Before contacting the Kanta services

The user must check the following matters before contacting the Kanta services.

If the entered wellbeing data cannot be viewed or it is not available in the Kanta PHR, it must be verified before contacting the service that the user has

- identified themselves with Suomi.fi identification before granting the user rights.
- entered their wellbeing data specifically in the Kanta PHR service.
- granted user rights to the wellbeing application they are using in order to enter the data in the Kanta PHR and accepted the terms of use.
- entered data in the Kanta PHR with the wellbeing application they are using.
- checked via My Kanta Pages whether the data can be viewed under the heading of Wellbeing data.

Furthermore, before contacting Kanta, it must be checked that the wellbeing data has been entered using the identification data of the person in question. All data in My Kanta Pages is shown on the basis of the personal identity code.

## 5 Contact details

To contact us, please use [the customer feedback form](#) or contact the general information line that deals with questions concerning the health and social services reform.

- Email: [asiakaspalvelu@kanta.fi](mailto:asiakaspalvelu@kanta.fi)
- Telephone: 020 634 4588. We are open on weekdays between 9am and 4pm.

