

oneAdvanced

CASE STUDY

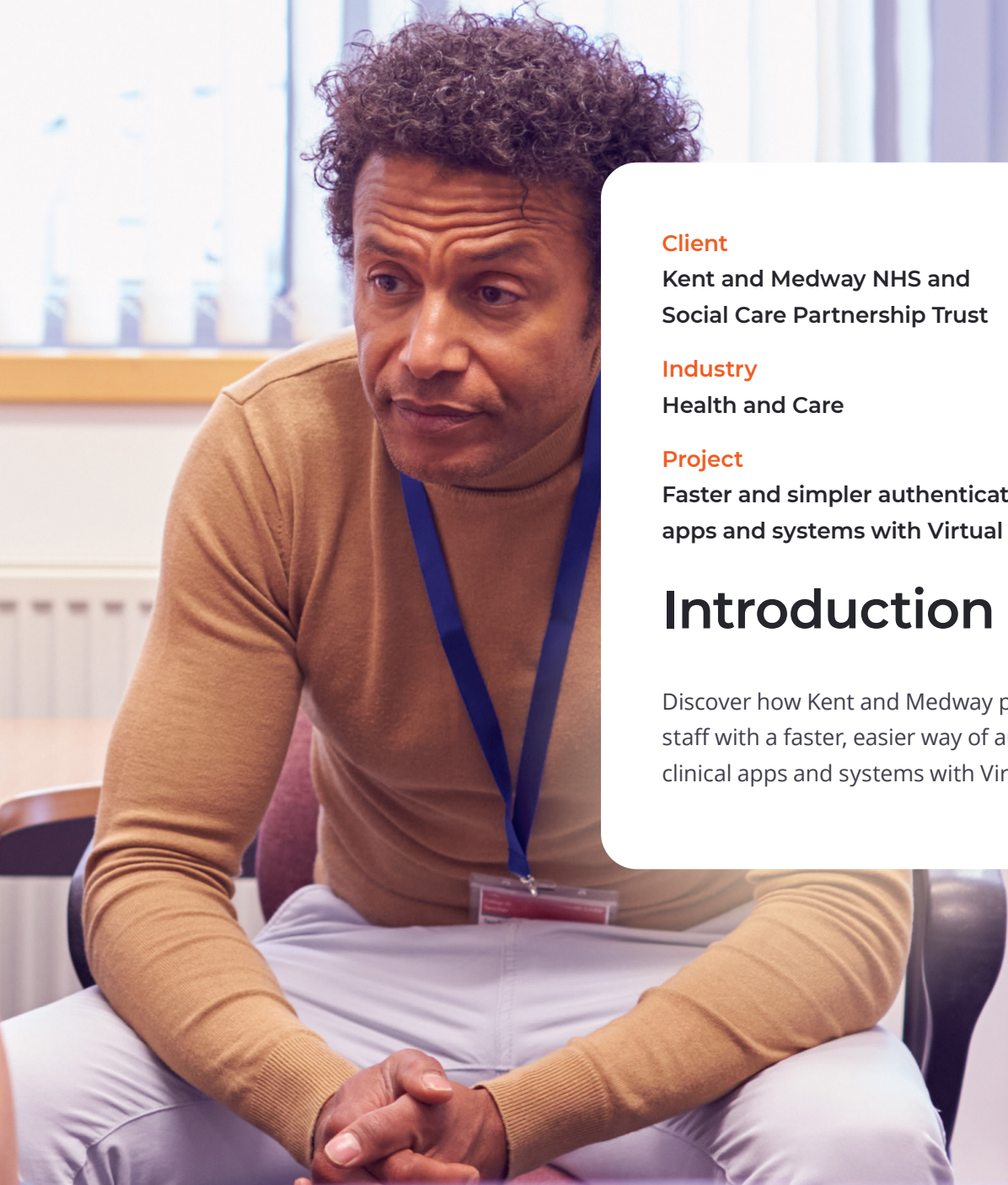
# Health and Care

Kent and Medway NHS Trust roll out over  
3,000 Virtual Smartcards to their workforce

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.

**Kent and Medway**

NHS and Social Care Partnership Trust



**Client**

Kent and Medway NHS and  
Social Care Partnership Trust

**Industry**

Health and Care

**Project**

Faster and simpler authenticating to NHS clinical  
apps and systems with Virtual Smartcard

## Introduction

Discover how Kent and Medway provided clinicians and  
staff with a faster, easier way of authenticating to NHS  
clinical apps and systems with Virtual Smartcard.



## About Kent and Medway NHS and Social Care Partnership Trust

Kent and Medway are commissioned to provide secondary mental health services across Kent and Medway, both in the community and within inpatient settings.

The mental health trust employs over **3,400 staff**, working across **66 different buildings on 33 sites**, as well as working out in the community.







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Staff are able to authenticate to NHS systems easily and quickly, from any location, on any device.



## Kent and Medway's OneAdvanced experience

The benefits gained by adopting Virtual Smartcard technology have been significant for the Trust. Staff are able to authenticate to NHS systems easily and quickly, from any location, on any device.

Virtual Smartcard is a cloud-based service, so it removes the burdens associated with physical smartcards such as lost or misplaced cards. Being self-service, it's also easy for staff to enrol their own Virtual Smartcard and manage their own credentials, no longer relying on visiting IT support onsite, or waiting for assistance to solve things like forgotten passwords.

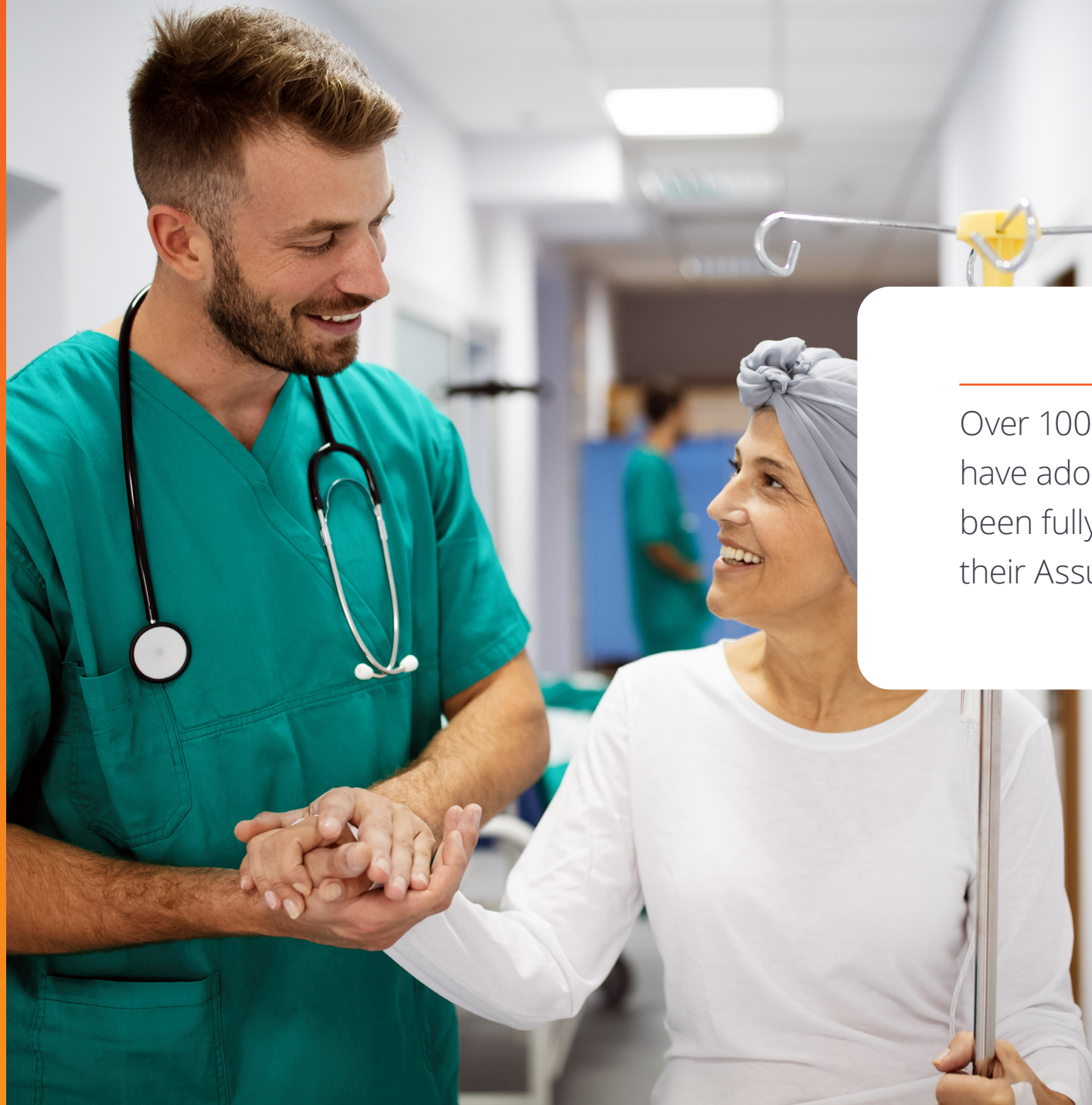
**“Virtual Smartcard technology has allowed the Trust to adapt working practices to meet the needs of our staff in a way that wasn't possible before.”**

**Lisa Packham, Deputy Head Clinical Information Systems**

Kent and Medway have been using Virtual Smartcard since 2020 to ensure their staff are empowered to access the full RiO EPR system through iPads, thanks to our Mobile Authentication Platform. The tools needed to lower agency spend, remove administration tasks, reduce waste and minimise travelling expenses were configured whilst enabling thousands of mobile authentications to NHS systems.







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Over 100 NHS and healthcare customers have adopted Virtual Smartcard, which has been fully accredited by NHS Digital under their Assurance Framework.



## About Virtual Smartcard

Managing physical smartcards wastes time, money and patient contact. Physical smartcards can go missing and card readers can malfunction. Virtual Smartcard offers a solution that meets the strong identity checks and cybersecurity levels required by the NHS and independent healthcare providers.

Virtual Smartcard benefit health and social care organisations by simplifying their authentication processes, including Robot Process Automation, eReferrals and ePrescribing.

Over 100 NHS and healthcare customers have adopted Virtual Smartcard, which has been fully accredited by NHS Digital under their Assurance Framework.

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“The team who issue Virtual Smartcards do so from any location, and the staff that require the Virtual Smartcards no longer have to go to a Trust site to pick them up like they do with a physical smartcard, because they can enrol remotely via self-service and get immediate access. So far, we have issued more than 3,000 Virtual Smartcards and this is set to increase as our team continues the roll out. The need for staff to gain access to Virtual Smartcards quickly has never been more important. From our experience, both the speed of user enrolment and the overall Virtual Smartcard is fantastic.”

**Lisa Packham, Deputy Head Clinical Information Systems**




## Powering the world of work

We hope this was a useful insight into how OneAdvanced helped the Kent and Medway NHS and Social Care Partnership Trust to streamline their operations. If you would like to find out more about how OneAdvanced can help you and ensure you are ready to meet the challenges of the future, get in touch with us today.

Get in touch

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 +44(0) 330 343 4000

 [www.oneadvanced.com](http://www.oneadvanced.com)

 [hello@oneadvanced.com](mailto:hello@oneadvanced.com)