



## Health and Care

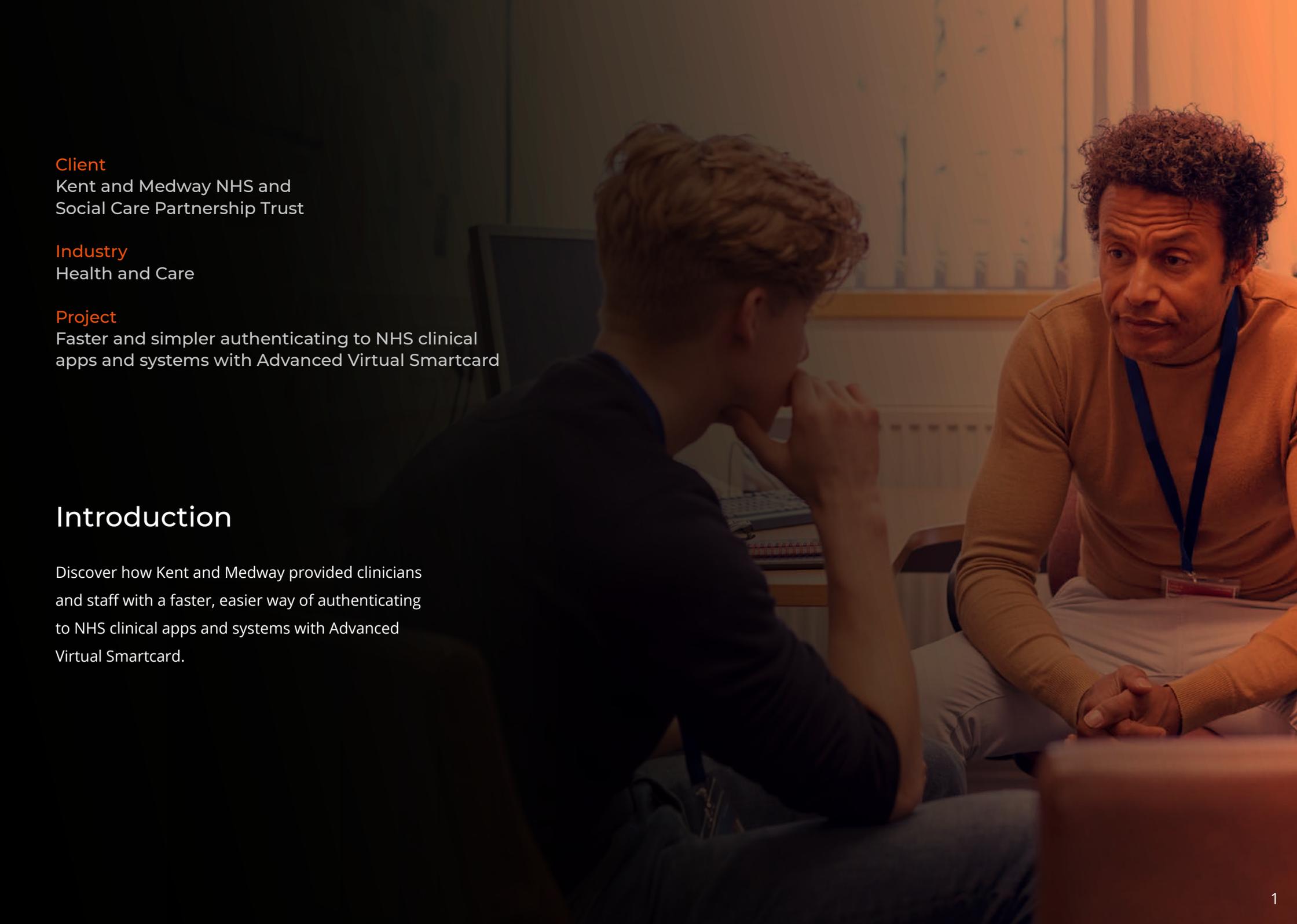
Kent and Medway NHS Trust roll out over 3,000 Virtual Smartcards to their workforce



**Kent and Medway**  
NHS and Social Care Partnership Trust

**CASE STUDY**



A photograph of two men sitting at a table in a meeting. The man on the left is seen from the side, wearing a dark blue shirt, with his hand near his chin. The man on the right is facing him, wearing a light brown sweater and a blue lanyard with an ID badge. They appear to be in a professional setting, possibly a hospital or office, with a computer monitor and keyboard visible in the background.

### 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 Advanced Virtual Smartcard

## Introduction

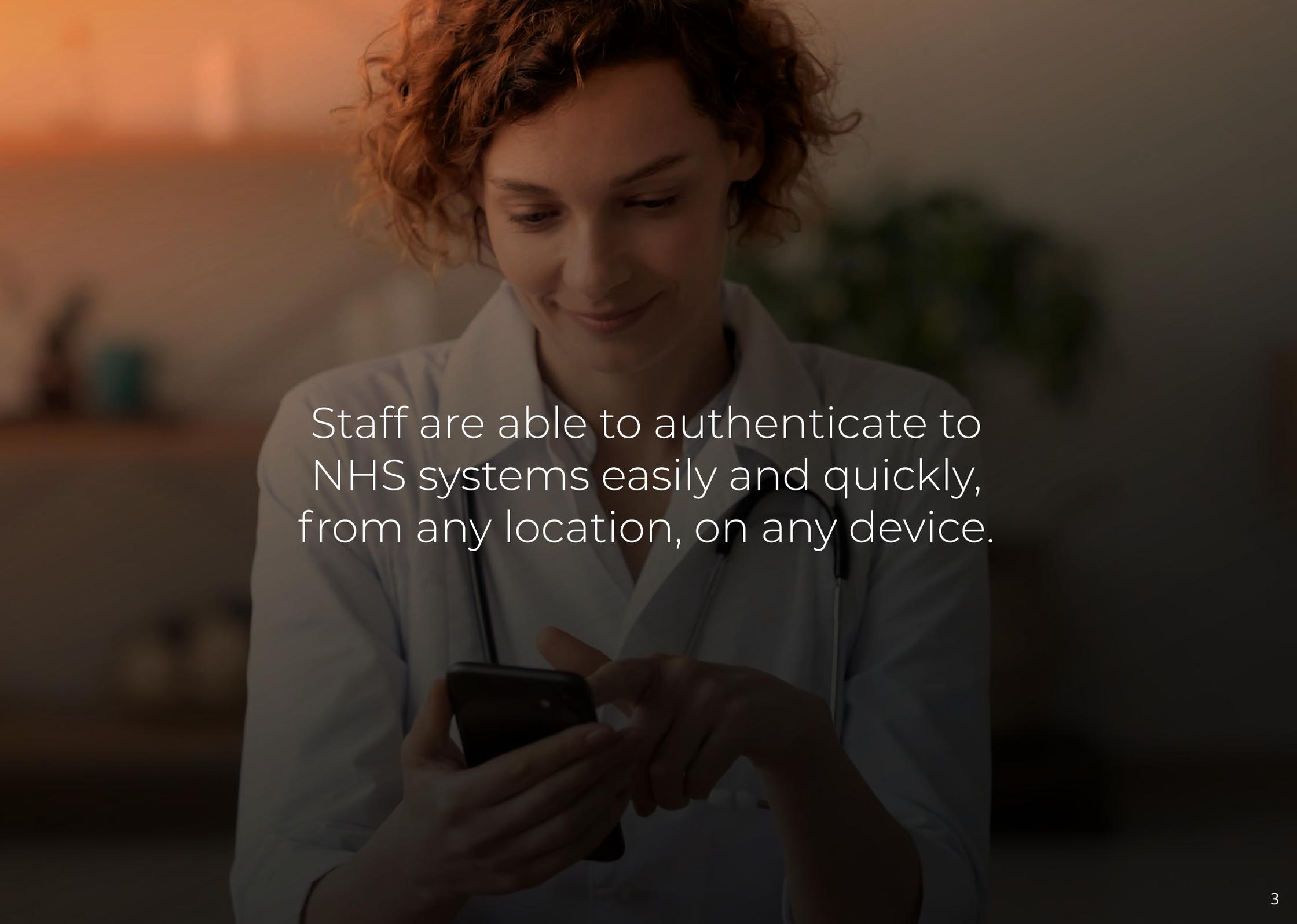
Discover how Kent and Medway provided clinicians  
and staff with a faster, easier way of authenticating  
to NHS clinical apps and systems with Advanced  
Virtual Smartcard.

## 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.



A female healthcare professional with curly hair, wearing a white lab coat and a stethoscope, is looking down at a smartphone she is holding in her hands. The background is softly blurred, suggesting an indoor setting like a hospital or clinic. The lighting is warm and focused on the person.

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

## Kent and Medway's Advanced 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.

Advanced 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.

**“Advanced 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 Advanced 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.



A photograph of a female doctor with dark curly hair, wearing teal scrubs and a stethoscope, smiling warmly while examining an elderly male patient. The patient is also smiling and looking up at the doctor. The scene is set in a clinical or hospital environment, with a soft, warm light illuminating the subjects. The text is overlaid in the center of the image.

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

“The team who issue Advanced 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 Advanced Virtual Smartcard is fantastic.”

Lisa Packham, Deputy Head Clinical Information Systems

## We would love to hear from you

We hope this was a useful insight into how Advanced 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 Advanced can help you and ensure you are ready to meet the challenges of the future, get in touch with us today.

[Contact us](#)