

Use Cases: Digital identity is critical to Canadian inclusion and economic prosperity

HEALTH CARE

What are the real benefits?



Patients

- **Seamlessly and securely access** all their health documents in one place
- **View their test results**, giving them control over their personal records and increase their ability to advocate for their own care
- **Have an integrated and unified health care record** that enables a more efficient and error-free point of care
- **Get access to health services** any time, anywhere, securely authenticating their identity to connect with health professionals on any device



Practitioners and Organizations (clinics, hospitals, paramedical, medical research groups)

- **Enhance operational efficiencies**, including those related to records management and reporting, and care management
- **Reduce chances of prescription fraud** with enhanced digital association between identity, prescription, and pharmacy fulfilment. Prescriptions for drugs like opioids and other controlled substances can have increased validation and verification requirements in order to fill the prescription
- **Access better quality information about patients**. Gated and segmented health records can be shared digitally between health professionals with a patient's permission for a more robust medical history on file
- **Increase free time for doctors and clinical researchers** by decreasing the amount of time needed to log in and out of applications to verify their own identity



Policy-makers (Government)

- **Develop better informed policy decisions** with the access of higher quality data, which can improve accuracy of future health care research and ensure actions taken are truly patient-first.

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GOVERNMENT SERVICES

What are the real benefits?



Businesses:



Overcome cumbersome manual processes (such as business registration, licensing, permitting and inspections) for more efficient interactions with local, provincial and federal government departments

Citizens:



Access services they need quicker and more efficiently by providing consent to share their data across departments. This can decrease in-person appointments and paper application processes and increase accessibility for those living in rural and remote communities by mitigating needs for commutes



Navigate the government administrative processes with more confidence and ease. With a unique digital ID, citizens can “log into” government services, similar to how they log into a bank account and access their services all in one place

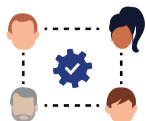


Increase efficiencies in a highly regulated system by replacing the printing and resubmitting of forms from separate government departments with a digital ID-powered system



Improve integrity of communication (phone calls, emails), as digital ID dramatically increases the certainty that the government is interacting with the correct person

Public Service/ Policymakers:



Provide a more client-centric approach to serving the public by putting Canadians at the centre of digital ID solutions so that the government can change how interactions with Canadians are designed.



Have less frequent data entry errors and higher data quality. Digital ID consent mechanisms that enable the sharing of data for research would lead to better policy direction and outcomes



Be innovative, by creating new ways of providing services to Canadian citizens and businesses and transform how government policies work

Learn more

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COMMERCE

What are the real benefits?

Consumers:



Easily facilitate transactions by connecting their payment services provider to retailers



Improve processes for remotely conducting transactions from distant geographic locations



Minimize their risk of identity theft and privacy breaches with data minimization established - consumers provide their information on an as-needed basis, protecting their privacy and preserving anonymity



Benefit those working in the 'gig economy' (i.e. freelancers and Uber drivers) with remote authentication across digital channels. With one click, platforms like Uber can verify these workers, and they could be trusted by both the platforms and customers

Retailers (in-person):



Accurately and securely verify the shopper's age when selling restricted goods and content



Reduce commercial transaction times and/or costs with automation (i.e. faster interactions at the check-out), resulting in increased efficiency

E-Commerce Businesses:



Reduce their risk for customer fraud or breaches by accessing only need-to-know details



Conduct peer-to-peer sales more securely with verified identity, such as on eBay or Airbnb



Increase their probability of customer loyalty and retention by providing customers with a more structured and secure sales process



Minimize administrative customer issues, which can impact their productivity and bottom line, such as minimizing the number of people calling in for password resets and errors in delivery logistics



Have the ability to perform Know Your Customer (KYC) checks to satisfy regulator requirements is key for providers. KYC procedures are also a legal requirement in order to comply with Anti-Money Laundering (AML) laws. KYC refers to the steps taken to establish customer identity, understand the nature of their activities and assess AML risks. Having a digital ID system in place would enable this

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CIVIC ENGAGEMENT

What are the real benefits?



Citizens:

- **Participate in the growing community of civically-engaged and informed users** who have a meaningful impact on their communities, through the assurance on the validity of the identity of one's peers. Digital ID authentication has also proven to be an effective deterrent against online behaviour such as trolling and spamming.



- **Vote online**, increasing accessibility for those living in rural and remote areas that face difficulty travelling to vote in-person, and minimizing many pain points that have discouraged people to vote.



- **Become more confident in their political system** as they can trust that their vote will be accurately recorded with a secure digital ID.

Public Service/ Policymakers:

- **Improve the legitimacy of data in decision-making**, as a secure digital ID would decrease the frequency of deceptive practices include 'Astroturfing' (falsifying the identity of participants) and 'Ballot-stuffing' (when people create multiple accounts to participate more than once, creating the illusion of a false majority).



- **Securely increase efficiency and accuracy during elections** with digital ID-powered electronic voting processes. This can mitigate instances of manual processes (ie. manually counting ballots), increasing time savings and freeing civil servants to do more meaningful work

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FINANCE

What are the real benefits?



Financial Institutions (FIs):



Streamline their business processes, from customer registration and transaction monitoring, to credit risk assessment, ultimately offering an improved service delivery. A more streamlined authentication process can also result in increased sales of goods and services, helping with customer retention



Increase their cost savings through reduced fraudulent activity, as digital ID can make it easier to verify and trust FI's customer bases

Clients and Consumers:



Place greater trust in their FIs knowing that a secure digital ID system has been adopted



Have more control over their data and identity, as data that is shared will be on a need-to-know basis



Gain greater accessibility to financial services that are currently hindered by lack of documentation, distance to financial institutions, and cost of financial services for many people worldwide



Save on transaction costs, with fewer or no service fees, as well as an elimination of the need for physical proof and exchange of paperwork in financial transactions.



Access their services with speed and ease as a streamlined and efficient process makes for a faster turnaround time for verification and authentication

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Did You Know - Use Case Examples

- **Upon moving to a new province** and looking to update provincial health coverage, a citizen must visit a government ministry office in person to present their identification documents (such as a birth certificate or driver's licence) and their various proofs of residency (such as utility bills). With digital ID, the patient would be able to simply use a government website, to easily prove both who they are and where they live.



- **Treatment and research for diseases** such as cancer rely on obtaining patient histories from multiple sources (such as lab or pathology results and broader medical history data). With a digital ID system, the information would be accessible and more easily connected but not inherently centralized.

- **Primary and secondary school education systems require proof of immunization.** This proof, however, is documented on paper, and presents a major inconvenience to parents. While there have been various pilot projects, efforts to make vaccination records available electronically have not yet reached scale, which is partly due to challenges related to secure and appropriate identification of children and their parents.



- **Today, processes to conduct identity validation and authentication** remain manual, which leads to increased costs and slower access to government services, which directly impacts taxpayers. Interactions with government workers are very time consuming, as proving identity often requires an in-person visit of at least 30 minutes. This is excluding the time spent commuting to the service centre, which can be substantial for those living in rural areas.



- **With a unique digital ID, citizens could “log into” government services,** similar to how they log into a bank account, thereby accessing services all in one place. For instance, a land developer could check the status of a building inspection and apply for government grants, while a homeowner could apply for an easement and pay taxes.