

Supplementary Implementation Guidance

DAPB3051: Amd 57/2024

Identity Verification and Authentication Standard for Digital Health and Care Services

Version 3.0 (April 2025)

Clinical authorisation

Clinical authorisation is a separate concept to authentication which must occur before a person is given access to a record held by a specific service. For example, if a person is granted access to their hospital care record it does not give automatic access to other records such as those held by their GP or community nurse; each health and care service must follow its own process for authorising people to access the record which they have responsibility for. Clinical authorisation is the process used to determine whether an authenticated person is allowed access to a specific digital health or care service. For example: their clinical record (and if so, what part of their record). If clinical authorisation is not required to access a particular online health and care service, then access should be allowed by default.

As a general guide for all services, the RCGP guidance for general practice about "[Getting started with records access](#)¹" lists the following points which must be considered:

- The need to check for and remove any third-party data that wasn't intended to be viewed by the person to whom the record belongs.
- Records to be checked thoroughly to minimise the risk of patient harm, where necessary including redaction and deferring access until it has been discussed with the patient.

¹ <https://elearning.rcgp.org.uk/mod/book/view.php?id=13455>

- Whether the patient is at risk of coercion to share access to online services unwillingly (see [Coercion: Guidance for general practice](#)).
- Managing access by children or their parents.
- Patients who lack the mental or physical capacity to use online services themselves.

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- Awareness of the [RCGP's Patient Online: The Toolkit](#) information governance risk register.

Proxy Access

For digital health and care services that provide proxy access, all people involved must go through the identity verification process in this standard (e.g. verification of the proxy) and must, once published², align to the Proxy specification and implementation guidance.

² [Publication of the Proxy access standard for digital health and care services implementation specification and guidance is expected in Autumn 2025.](#)