



## Palm Scanners Q & A

### ▶ **BACKGROUND:**

Last year, as part of its ongoing response to the COVID-19 pandemic, University of Utah Health suspended the use of palm scanners at all check-in desks throughout the system. U of U Health has decided to permanently suspend the use of palm scanners.

U of U Health has created this list of frequently asked questions to help staff provide information to patients in case they are asked about what happened to the scanners.

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### ▶ **Q & A:**

#### **Q. I used to check-in using a palm scanner? Where did those go?**

A: Last year U of U health removed the scanners due to sensitivity around hand hygiene and infection prevention during COVID-19. U of U Health has decided to permanently suspend the use of palm scanners.

#### **Q. Will the Palm scanners ever come back?**

A: At this time, the palm scanners will be removed permanently. However, U of U Health is looking at other technologies that could help make the identification and check-in process easier and safer for patients, which we'll let you know about.

#### **Q. Is it safe for me to check-in without using a palm scanner?**

A: Yes. U of U Health has several ways to safely and securely identify patients for their appointments without palm scanners. In fact, these methods have been used regularly for years before we even had palm scanners.

#### **Q. Was there something wrong with the scanners? Were they defective or was my information unsafe?**

A: No. Last year U of U health removed the scanners due to COVID-19.