MyKanta service description

Kela / Kanta Services

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Change history

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1.0	General service description of the MyKanta service	Kanta Services	4 January 2019
1.1	Update to the service description and new features of the MyKanta service	Kanta Services	1 November 2021
1.2	Service description update	Kanta Services	1 November 2022
1.3	Service description update	Kanta Services	9 April 2024
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Contents

1   General

This document is a general description of the operations of the MyKanta service. MyKanta is an online citizen service, and a part of the Kanta services, which is regulated by law. It was first introduced in May 2010. The Social Insurance Institution of Finland (Kela) is the technical implementer and administrator of MyKanta. The user manual for the service can be found in the appendix MyKanta User Manual (kanta.fi).

In MyKanta, users can view their own prescriptions and health information, and they will also be able to see their social welfare data as it is gradually phased in. MyKanta can also store wellness information and measurements such as weight, blood sugar or blood pressure for your own use. MyKanta can be used by anyone who has a Finnish social security number and an authentication tool needed for electronic authentication. Minors can also interact with MyKanta if they have the necessary authentication tool to log in, but some functionalities are disabled for underaged users.

The treatment information stored by the social and healthcare providers in Kanta is visible to the citizen in MyKanta (Figure 1). All pharmacies, healthcare providers and most private providers use Kanta. Customer information about social services will appear in MyKanta gradually during the years 2023-2026, when the service providers of social care have made the necessary changes to their information systems and start saving information to Kanta.
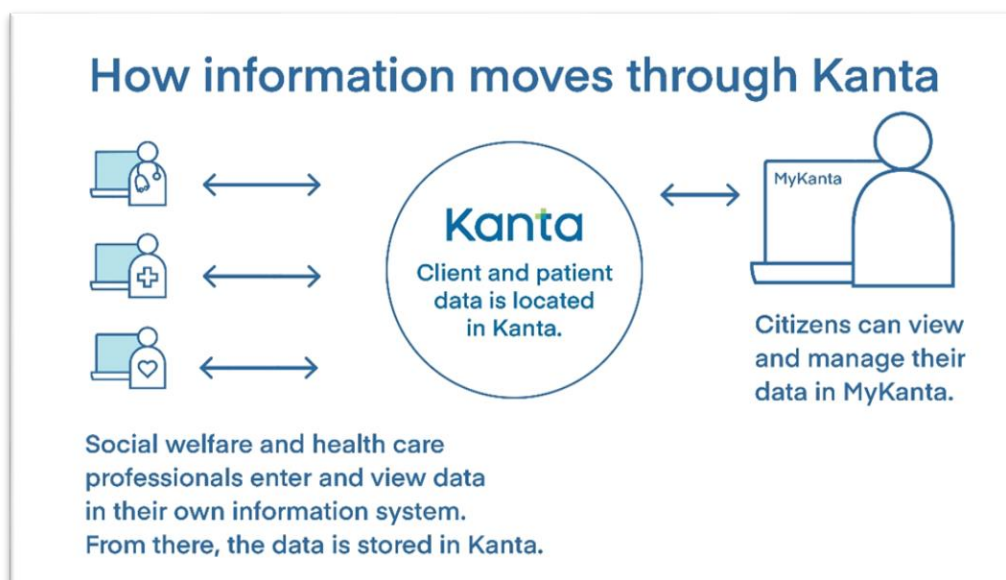

Figure 1. Visibility of information in MyKanta

The stored data is displayed in MyKanta in the language in which the social welfare and health care professional has recorded it in the client or patient information system. MyKanta is available in Finnish and Swedish.

The aim of MyKanta is for patients to participate in their treatment and in promoting their health. Through MyKanta, the client can check what information has been recorded about them in social and health care and where their information has been disclosed. In MyKanta, users can also give consent to the sharing of their data and set denials of consent, as well as to save their organ donation testament and living will. These actions save social and health care professionals' time.

The MyKanta online service will be updated in stages from autumn 2023. The changes will make the service more accessible and easier to use. The old version of MyKanta will remain in use alongside the new one until sufficient functionalities are added to the new MyKanta service. Certain functionalities of MyKanta are only available in the new version. The transition to the new MyKanta is estimated to take place in 2025.

2 Technical Requirements for Use of the Service

MyKanta can be used on a computer or mobile device such as a tablet or smartphone. An internet connection and a web browser are required. The browser must allow the use of cookies and JavaScript. The MyKanta service works with the most commonly used and manufacturer-supported operating systems, browsers and combinations thereof.

The user must ensure that the operating system and web browser updates are up to date. An outdated operating system or browser does not support the current security standards and recommendations, and therefore MyKanta will not necessarily operate in them.

3 Service Login and Availability

Log into MyKanta at www.kanta.fi. The login uses Suomi.fi e-identification, a common identification service for public administration e-services. Means of identification include for example online banking code and mobile certificate. Only a person who has a Finnish personal identity code linked with the login credentials can log in to the service. It is not possible to log in to MyKanta using other countries' identification methods.

With Suomi.fi identification, the user of MyKanta is identified through strong electronic identification. All services that use Suomi.fi authentication can be used with a single login.

Suomi.fi authentication is valid for 32 minutes at a time, allowing you to switch to other e-services without having to identify yourself again. Learn more about Suomi.fi e-Identification.

If the user does not use MyKanta for 30 minutes, the service will be cut off. MyKanta shows a warning to the user about the timeout at 25 mins. At this point, the user will be able to continue using the service. If the user does not respond to the notification, after 5 mins the only option is to log out.

MyKanta is available 24 hours a day. Information on service interruptions are provided on kanta.fi.

4 Service functionalities

The functionalities shown in the following table can be used in MyKanta.

Table: Functionalities enabled by different user roles in MyKana (Y=enabled, N=disabled)

Functionality	User of legal age	Minor user	Acting on behalf of a minor as a guardian	Acting on behalf of a minor with rights of access	Acting on behalf of an adult
Viewing the previous login time	Y	Y	Y	Y	Y
Prescriptions					
Viewing prescriptions	Y	Y	Y	Y	Y
Viewing prescriptions sharing information	Y	Y	Y*	Y*	Y
Submitting a prescription renewal request	Y	Y	Y	N	Y
Print prescriptions - summary	Y	Y	Y	N	Y
Print prescriptions - list for own use	Y	Y	Y	Y	Y
Health data					
Viewing health data	Y	Y	Y	Y	Y
Viewing health data sharing information	Y	Y	N	N	Y
Social welfare services data					
Viewing social welfare client data	Y	Y	Y	Y	Y
Wellbeing data					
Viewing wellbeing information	Y	Y	N	N	N
Viewing and deleting access for wellbeing applications	Y	Y	N	N	N
Saving own measurements	Y	Y	N	N	N
Data use management					
Viewing the date of receiving the information about Kanta Services	Y	Y	Y	Y	Y
Acceptance of information about Kanta Services	Y	N	Y**	N	Y

Functionality	User of legal age	Minor user	Acting on behalf of a minor as a guardian	Acting on behalf of a minor with rights of access	Acting on behalf of an adult
Prescription data use management	Y	sees information prohibited from the guardian	N	N	Y
Prescription prohibition management	Y	N	N	N	Y
Managing the use of health Information	Y	sees information prohibited from the guardian	Y	Y	Y
Validity information of the consent to patient data sharing	Y	Y	Y	Y	Y
Giving the consent to patient data sharing	Y	N	Y	N	Y
Updating of consent to patient data sharing	Y	N	Y	N	Y
Withdrawal of consent to patient data sharing	Y	N	N	N	Y
Managing denials of consent to patien data sharing	Y	N	N	N	Y
Managing the use of social welfare client data	Y	Y	Y	Y	Y
Validity information of the consent to client data sharing in social services	Y	Y	Y	Y	Y
Giving the consent to social welfare client data sharing	Y	N	Y**	N	Y
Withdrawal of consent to social welfare client data sharing	Y	N	N	N	Y
Managing denials of consent to social welfare client data sharing	Y	N	N	N	Y
Viewing transactions to acting on behalf of another (as of 18.10.2023)	Y	Y	Y	Y	Y
Consent to transferring a Patient Summary to European countries	Y	Y***	coming later	N	coming later
Denial of consent to contact based on register research findings	Y	N	N	N	coming later
Organ donation testament	Y	N	N	N	N
Living will	Y	N	N	N	N
COVID-19 certificate	Y	Y	Y	Y	Y

* only data created when the minor was under 10 years old can be viewed

** the guardian cannot perform the action if the minor themself has received the information about Kanta Services from healthcare

***can give consent if the minor themself has received information about Kanta Services (2.0) from healthcare

5   OmaKanta uses information content from the Kanta Services

MyKanta utilises the data content in documents stored in Patient Data Repository and Client Data Archive for Social Welfare Services .

Data on the information about Kanta Services, consents to data sharing, denials of concent to data sharing and information about living will and organ donation testament are retrieved from system for issuing declarations of intent. Prescription details are shown from the Prescription Centre.

The MyKanta Health Data section shows the medical record for a visit/treatment period includes different information depending on whether an outpatient or inpatient visit is concerned. As a rule, all information is displayed about outpatient treatment, but only medication and summary information is displayed for inpatient care. A prerequisite for displaying the patient record in the visit/treatment period data is that it is a patient history entry archived in the Kanta Services' Patient Data Repository. Health care providers may also store data on forms, which are not necessarily shown on MyKanta. For more information on the use of patient data in MyKanta: Views utilised by MyKanta (xls).

MyKanta will gradually start showing information stored in the Client Data Archive for Social Welfare Services. MyKanta displays documents on services for families with children, people of working age, the elderly and disability services, substance misuse services and family law services, among others. Information will appear in the MyKanta Social Welfare Data section in stages between the years 2023-2026 as service providers have a compliant client information system in place.

The data displayed on MyKanta must be stored in the latest version of the document and the information will not be displayed if the latest version of the document has been made void. MyKanta also does not display any data on a document subject to delayed display in health care, or if the document has been marked as containing data about another person.

In the MyKanta Wellbeing Data section, uers can save information to the Kanta services themselves, as well as browse and delete the saved information. The wellbeing data that is recorded includes height, weight, heart rate, blood pressure and blood sugar. Previously, wellbeing data may have been saved with separate wellbeing apps, but it is not possible to save new data with apps at the moment. Wellbeing data has been described in more details on Wellbeing data - Citizens - Kanta.fi.

6   Acting on behalf of another person

It is possible to act on behalf of minor children and on behalf ot another adult in MyKanta.

6.1   Acting on behalf of a minor

Acting on behalf of a minor means that a guardian or another person who has the right to receive information about the child's affairs uses MyKanta on behalf of a child under the age of 18. Acting on behalf of a minor in MyKanta is based on guardianship or the right of access. MyKanta automatically checks the right of access against the Population Information System.

A legal guardian may act on behalf of all minors in their care in MyKanta. There are differences in how a child's social welfare and healthcare data are shown to guardians. This is explained in more detail in section 6.1.1. A guardian or those with a right of access may act on behalf of a minor in MyKanta until the child is 18 years of age.

6.1.1   Visibility of the data to the guardian

Guardians can view a child's health data stored in the Kanta through MyKanta as of 1.8.2016. The patient data recorded for a child under the age of 10 is visible to the child's guardian in MyKanta. The visibility of data about a child over 10 years of age varies regionally because this requires modifications to health care information systems. The visibility of the data to the guardian requires the assessment of the child's decision-making capacity and recording this under the minor's data. The majority of public healthcare can already record the assessment of the child's decision-making capacity, but the necessary changes have not been completed in all parts of the system (status at the beginning of 2024).

The transition time due to changes in information systems causes some patient data and prescriptions to be completely invisible to the guardian in MyKanta for some minors. This concerns information stored in an unupdated information system when a minor is between 10 and 17 years of age. Every service provider should inform its customers once the update work has been completed.

A minor with decision-making capacity can decide whether or not their data will be visible to their guardian. Information prohibited by minor who is capable of making decisions will not be shown to guardians or those with a right of access. Restrictions that apply to only one guardian cannot be made.

Guardians will gradually be able to view also their child's social welfare client data in MyKanta. The social welfare client data will become available in MyKanta in stages over the period of 2023–2026. As a rule, a guardian of a child under the age of 18 can view all of the information recorded about the child in MyKanta. However, a professional may, at their discretion or at the child's justified request, limit the amount of data visible to the guardian in MyKanta. Restrictions that apply to only one guardian cannot be made.

The guardian or those with the right of access cannot view or process wellbeing data stored by the minor.

6.1.2   Acting by virtue of a right of access

A person with the right of access to a minor's health data may view the data on MyKanta. The right of access to information is granted by a decision of a District Court or a social welfare authorities. Information about this right must be entered into the Population Information System in an encoded format to enable access to MyKanta.

The right of access may be issued separately for patient data and social welfare data or both. A person with the right of access to data can view the same information as a guardian but cannot take action on behalf of a minor, such as request for a prescription renewal.

6.1.3   Guardians acting on authorisation

Guardians of a minor can usually act on their child's behalf in MyKanta automatically based on the guardianship entered in the population information system. However, information on different life situations that may affect guardians ability to act on behalf of a child in MyKanta may have been entered in the population information system. In certain situations, a guardian may act on bejhalf of a child in MyKanta by virtue of an authorisation.

If a child or guardian has a **non-disclosure for personal safety reasons,** this will affect how it is possible to act on behalf of the child in the MyKanta as follows:

- o   If one of the guardians themselves has a non-disclosure for personal safety reasons, the other guardian will not be able to act on behalf of the child in MyKanta. In this case the guardians may jointly authorise the guardian who does not have an order of non-disclosure for personal safety reasons to act on behalf of the child.

- o If both guardians have a non-disclosure for personal safety reasons, neither guardian can act on behalf of the child. In this case, the guardians may jointly authorise one or both of the guardians to act on behalf of the minor.

- o If a minor has a non-disclosure for personal safety reasons, neither guardian or a person with a right of access to information can act on behalf of the minor in MyKanta. In this case, the guardians may apply for authority to act on their child's behalf by submitting an authorisation application to the Digital and Population Data Services Agency. The reason for the child's non-disclosure is checked when the authorisation application is processed, and if the reason is the guardian's occupation, for example, authorisation can be granted.

A possible **custody sharing agreement/order** may also affect the use of services on behalf of a minor on MyKanta. If a custody sharing agreement has been recorded in the Population Information System in a coded format, guardians may act on behalf of the minor on MyKanta as provided in the custody agreement. If a coded record of child's guardianship has not been made, guardians may use MyKanta on behalf of a child with an authorisation. The authorisation is made on the Suomi.fi online service. The guardians must act in agreement and both guardians must confirm the authorisation. In MyKanta, the Suomi.fi e-Authorization needed to manage health-related matters is called "**Managing matters related to healthcare"** and the authorisation for social welfare matters is called "**Managing matters related to social welfare services"**.

[Read more about acting on behalf of a minor - Citizens - Kanta.fi](#).

6.2   Acting on behalf of an adult

It is possible to access MyKanta when acting on behalf of a person over the age of 18. Acting on behalf of another adult requires always an e-Authorisation on the Suomi.fi service of the Digital and Population Data Services Agency (DVV). The Suomi.fi e-Authorization is an electronic power of attorney stored in the authorization register independently or based on an application.

The authorization required for using MyKanta is the **Managing matters related to healthcare** mandate. This mandate is valid on MyKanta as well as in other health care service channels. Viewing social services data requires an authorisation for **Managing matters related to social welfare services** mandate.

The assignee has most of the same rights to use MyKanta as the person granting the authorisation. For example, an authorised person can renew prescriptions and view treatment data. However, the assignee will not be able to see or process the person's organ donation testament, living will, or the wellbeing data stored in MyKanta.

Read more about acting on behalf of an adult - Citizens - Kanta.fi.

7 Storage of user data

Information about identification and acting on behalf of another person in MyKanta is stored in the log data file. MyKanta does not have any other data resources for storing personal data. Access to MyKanta and acting on behalf of another person in MyKanta will be denied upon the failed entry of log data. The data content, purpose of use and retention periods of the MyKanta logs have been described in the Privacy policy for the MyKanta log data - Citizens - Kanta.fi

Citizens have the right to check data about themselves that is stored when logging in to the MyKanta service. Login data can be requested from Kela. Guidance and more information can be found on the page What kind of data has been recorded of me? - Citizens - Kanta.fi.

8 Accuracy of information

When logging in to MyKanta, the identification data of the person is transmitted from Suomi.fi e-Identification service. If there are any errors in your personal data, please contact the Digital and Population Data Services Agency.

MyKanta displays client and patient data recorded by health care and social welfare services. If you discover any errors or omissions in your client or patient data, please ask the social or healthcare provider who made the incorrect entry to correct the erroneous information. Health care and social welfare service providers, pharmacies, and independent prescribers are responsible for the accuracy of the data they record.

Kanta Services only verifies the accuracy of the recorded data for which Kela acts as the controller . Kela is the joint controller of the Prescription Centre and system for issuing declarations of intent. Information about prescriptions stored in the prescription centre and information stored in the system for the declaration of intent can be checked by sending an inspection request to Kela. Instructions on how to request a data review can be found on page What kind of data has been recorded of me? - Citizens - Kanta.fi.

9 Data protection and information security

MyKanta displays client and patient data recorded in Kanta by health care and social welfare services. With the Kanta Services, your data is processed in a reliable and secure way. The Kanta services comply with the EU's General Data Protection Regulation and data protection legislation in order to implement data protection and data security for personal data.

Health care and social welfare service providers, pharmacies, and independent prescribers are responsible for the appropriate processing of the data. The Kanta Services are responsible for the availability, storage and security of the information stored in Kanta. In the Kanta Services, personal data is processed to the extent that is necessary in order to investigate a fault or error, to process data requests, and to perform maintenance tasks assigned to Kela. Read more about MyKanta data protection and security at Data protection and security - Citizens - Kanta.fi.

Using MyKanta is safe when you log in from the Kanta.fi website at www.kanta.fi. For example, you should not log into MyKanta directly from the search engine results on your network. Always log out of MyKanta once you have finished using the service.

Read more about using MyKanta safely from the page Instructions for safe use of MyKanta - Citizens - Kanta.fi.

10 Disruptions and problem situations

Information about fault situatuations of MyKanta will be communicated via a fault notification published on Kanta.fi.

The functioning of MyKanta may be disrupted by malfunctions in the affiliate systems. If there is reason to suspect disruption on MyKanta, first check the function of the affiliate systems. These affiliated systems and disruptions that may result from them include:

- Kanta.fi website malfunction
  - users can't find the service
  - Unable to communicate service interruptions
  - If the Kanta.fi website is completely out of service, users will be redirected to a temporary page to access MyKanta.
- Malfunctions of other Kanta services
  - Patient data repository (Health data section unavailable)

- o Prescription Centre (Prescription section unavailable, unable to submit a renewal request)
- o Client Data Archive for Social Welfare Services (Social Welfare Data section is not in use)
- o System for issuing declarations of intent (Data Use Management section not enabled, declarations of intent not available)
- o Kanta PHR (Wellbeing Information section not enabled)
- Patient Data Systems and Pharmacy Systems Malfunctions
  - o Unsaved data is not displayed or may show as incorrect
- Suomi.fi identification failure
  - o User is unable to log in to MyKanta or the login is slow
  - o Authentication failures, e.g. users cannot log in with a the online codes of a specific bank or the mobile certificate
  - o In addition, logging in is also not possible if an individual's name cannot be retrieved through Suomi.fi.
- Suomi.fi authorisations service disruption.
  - o Access to acting on behalf of person denied
  - o Acting on behalf of a minor is denied if the minor's data cannot be retrieved
  - o If authorisation information cannot be retrieved, it will not be possible to act on behalf of an adult

Social welfare and health care professionals should read the professionals' incident instructions, which explain what to do in the event of any problems with the Kanta Services.

If disruption in MyKanta prevents the user from accessing the data available on MyKanta,

- prescription and health information can be obtained from health care
- prescriptions can be renewed at a pharmacy or a health care provider
- Social welfare data can be obtained from social services
- Information about Kanta Services, consent or denial of consent to data sharing can be set up and managed with a social and health care provider
- declaraitons of intent can be given at social and health care
- log data is available from the controller upon written request.

10.1 If the data cannot be found in MyKanta

If a user's data are not visible in MyKanta or there is an error in the data, the matter will be investigated by social welfare and health care service provider who created the entry. MyKanta displays data in the format in which it was recorded by a social welfare or health care professional.

Professionals can find guidance on investigation situations on the Kanta.fi website under [Correction of incorrect data - Professionals - Kanta.fi](#).

If the reason for the incorrect display of data cannot be determined internally, it is advisable for the organisation to contact its system provider. The system vendor will assist in investigating the matter and, if necessary, report the issue to the Kanta Services. The patient should not be directed to contact Kanta Services themselves.

10.2 Contacts about MyKanta

Kanta Services provide support and advice to both citizens and professionals.

Citizens are welcome to ask questions and give feedback on Kanta Services by e-mail or by using the customer feedback form or by calling the customer service phone number. Contact information can be found at [Contact details - Citizens - Kanta.fi](#). In addition, the Kanta assistant chatbot advises citizens on Kanta.fi 24 hours a day. The Kanta assistant is available in Finnish and Swedish.

Professionals and associates have their own contact channels, which can be found at [Contact details for professionals - Professionals - Kanta.fi](#).