

## Neonatology

# Biometric fingerprint access to Imperial neonatal units

## Information for patients, relatives and carers

### Why do we have biometric fingerprint access to our unit?

We want to provide 24/7 easy, unrestricted access to parents whose babies are on neonatal units. So we installed a biometric fingerprint entry system at the main entrance. This means that you can enter the neonatal unit at any time of the night or day, just by scanning your fingerprint.

### Who can get fingerprint access?

All parents whose babies are currently on the unit can get fingerprint access. In specific circumstances, some carers might also get access.

Sometimes we can't give parents fingerprint access, or we might take fingerprint access away. We will only do this in line with Trust policy, such as for social, safeguarding or security reasons.

### How to register for fingerprint access

- when your baby is admitted to the neonatal unit, nursing and medical staff will direct you to the ward clerks – they will help you register
- ward clerks will confirm that your baby is currently an inpatient on the neonatal unit, that you are eligible for fingerprint access and confirm your identity – you will need valid photo ID for this
- they'll ask if you consent to registering your fingerprint just for entering the neonatal unit – this data will only be stored on the ward clerk's computer for the time your baby is on the neonatal unit
- you can register during the ward clerk's normal working hours, which are Monday to Friday, 08.00 to 16.00 – we are using Suprema Biostar2 access control system
- once registered, you can access the neonatal unit the fingerprint scanners – these are on the main public access doors to the neonatal unit on

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## How to access the neonatal unit without fingerprint access

If you're not registered yet, you don't want to register, you aren't eligible or the fingerprint scanner isn't working, you can ring the bell at the main entrance. We will let you in as soon as possible.

## Removing your fingerprint access

We'll remove your fingerprint access when your child is discharged from the neonatal unit. Every morning the ward clerks will check which babies were discharged in the last 24 hours and remove access for these parents.

We handle all data (including biometric data) by following GDPR standards and we'll delete it when we remove your access from the unit.

## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street  
London W2 1NY

Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)

Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
[imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)