Your eHealth card – data security thanks to the PIN

You need your eHealth card and a personal identification number (PIN) in order to use the electronic patient record and other digital health offerings.

Germany is going digital. What this means for your healthcare.

Your eHealth card can do much more than you maybe realise. Together with the PIN, you can access a range of digital health offerings. These include:

- the electronic patient record (ePA in German)
- the electronic prescription (E-Rezept in German)
- emergency information management
- the electronic medication plan (E-Medikationsplan in German)

The major benefit for you: Important medical information can be exchanged quickly between all those involved. This enables doctors' practices, pharmacies, hospitals and other service providers to offer you optimal healthcare. This helps avoid repeat examinations. What's more, the stored emergency information really can save lives!

Overview of the digital offerings

Electronic patient record

Information about your treatments is stored securely in the electronic patient record. You decide which doctors' practices, pharmacies, hospitals and service providers are allowed to view your data. Naturally you can delete this information. Your electronic patient record also works in the **TK-App**. All you have to do is register using your eHealth card and PIN.
You will find more information in German on the electronic patient record at tk.de, search code 2028798.

Electronic prescription

Doctors' practices can use the E-Rezept to prescribe medication digitally. You can then order the medication online from a pharmacy using the app **E-Rezept** from gematik. Read more about this in German at tk.de, search code 2113688.

Emergency information management

You can have important health data saved on your eHealth card or in your electronic patient record. This can include details on allergies and implants or any medication which you take on a regular basis. You can also protect this data with your PIN. Your doctor can only read this information without a PIN in an emergency. Further details in German are available at tk.de, search code 2107216.

Electronic medication plan

Not all medications are compatible with each other. A medication plan makes good sense if you take several medicines and are treated by different doctors. Together with your doctor's practice, you can save your medication plan on your eHealth card or in your electronic patient record. Of course, this data is also protected with your PIN. You want to know more? We have summarised the information for you in German at tk.de, search code 2107218.

Would you like to make use of these electronic health offerings? Then you need your eHealth card and a PIN.

How to get your PIN

In order to get your PIN, you have to authenticate yourself. There are three ways to do this:

- With the secure delivery option: The Deutsche Post AG delivers the letter with your PIN to your door. You then show your valid identification document equivalent to a German ID card or passport to the postal worker. For more details on this go to tk.de/en **and enter the** search code 2134920.

- Simply present your valid identification document at one of our service centres.

- If you register for the electronic patient record, you will automatically get a PIN. Step-by-step instructions in German on how to register can be found at tk.de, search code 2028820.

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You will also receive a PUK in the same letter as the PIN. If you enter the PIN incorrectly three times your card will be blocked. The PUK allows you to reset the PIN and unblock your card. Further details on this can be found at tk.de, search code 2134926.

Your information on the eHealth card is secure

Only statutory health insurance doctors with an electronic healthcare professional identification card can access your information. Moreover, doctors also require your consent and your eHealth card.

You enter the PIN into the reader yourself – just like when using your EC card. Exception: In an **emergency** your doctor can read your medical information even without the PIN number.

What happens if you lose your eHealth card?

You can order a new card directly via either the password-protected **"Meine TK" ["My TK"]** area or the **TK-App**. You will then be sent a new card.

If you wish to continue using the digital offerings, please contact us to get a new PIN. This will be sent to you separately.

Find out more

For more information on your eHealth card go to tk.de/ehc.