

Human Factors (HF); Personalization of eHealth systems by using eHealth user profiles (eHealth)

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ETSI

650 Route des Lucioles
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C
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Foreword

This ETSI Standard (ES) has been produced by ETSI Technical Committee Human Factors (HF).

Intended readers of the present document are:

- eHealth service providers;
- device manufacturers;
- software developers;
- researchers.

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Introduction

Adapting an eHealth system to the individual user is essential for making it safe and easy to deploy and to use as an effective support to independent living. Personalization can thus enhance the user's trust in the eHealth systems, and make them more readily accepted. Personalization can range from simply setting an alarm volume according to the user's hearing abilities and the ambient noise level, to the complex tailoring of the user's entire environment, including the eHealth services and devices.

The present document specifies a standard for personalization of eHealth systems. The personalization is achieved by maintaining and updating the user profile, consisting of a set of user related information, preferences and rules. The user profile depends on and is dynamically adapted to the user's context, preferences, physical and mental abilities, and other relevant parameters. The profile can then be used by eHealth systems to ensure an uniform user experience. The standard builds on the personalization and user profile concept described in EG 202 325 [i.1]. The generic personalization architectural framework is described in TS 102 747 [2] and the preferences for a wide range of services and devices (not particularly related to eHealth) are described in ES 202 746 [1].

The Design for All approach has been adopted in the present document. It means that accessibility is considered as something that can benefit people whether or not they have disabilities.

The URI root is upm-ns, identified by xmlns:upm-ns=<http://uri.etsi.org/upm>. The additional namespace which is health specific (xmlns:health-ns in the list below) has been specified in the present document. The other additional namespaces listed below are common with those listed in ES 202 746 [1].

Additional namespaces are:

- xmlns:profile-management-ns=<http://uri.etsi.org/upm/profile-management>;
- xmlns:personal-information-ns=<http://uri.etsi.org/upm/personal-information>;
- xmlns:connectivity-preferences-ns=<http://uri.etsi.org/upm/connectivity-preferences>;
- xmlns:interaction-preferences-ns=<http://uri.etsi.org/upm/interaction-preferences>;
- xmlns:notifications-ns=<http://uri.etsi.org/upm/interaction-preferences/notifications>;
- xmlns:communication-handling-ns=<http://uri.etsi.org/upm/communication-handling>;
- xmlns:consume-content-ns=<http://uri.etsi.org/upm/consume-content>;
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