

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

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[ETSI ES 202 642 V1.1.1 \(2010-09\)](https://standards.iteh.ai/catalog/standards/etsi/1d2d1305-c6bb-4cdf-8e18-a0ebd1eca363/etsi-es-202-642-v1-1-1-2010-09)

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**Reference**DES/HF-00108

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**Keywords**health, HF, interface, MMI, user

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**ETSI**

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

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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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# Contents

|                                                                      |    |
|----------------------------------------------------------------------|----|
| Intellectual Property Rights .....                                   | 5  |
| Foreword.....                                                        | 5  |
| Introduction .....                                                   | 5  |
| 1 Scope .....                                                        | 7  |
| 2 References .....                                                   | 7  |
| 2.1 Normative references .....                                       | 7  |
| 2.2 Informative references .....                                     | 8  |
| 3 Definitions and abbreviations.....                                 | 8  |
| 3.1 Definitions .....                                                | 8  |
| 3.2 Abbreviations .....                                              | 9  |
| 4 Overview of the personalization and profile concept.....           | 10 |
| 4.1 Introduction .....                                               | 10 |
| 4.2 What is a profile? .....                                         | 10 |
| 4.3 Organization of the profile content.....                         | 11 |
| 4.4 Profile extensions .....                                         | 12 |
| 4.4.1 Proprietary profile extensions .....                           | 12 |
| 4.4.2 Additional standardized information and preferences .....      | 12 |
| 4.5 Templates .....                                                  | 12 |
| 4.6 Profiles and user views.....                                     | 12 |
| 4.6.1 Situations, context and the scope object .....                 | 12 |
| 4.6.2 Avoiding conflicts by using templates.....                     | 13 |
| 4.7 Context information .....                                        | 14 |
| 4.8 Generic profile architecture.....                                | 15 |
| 5 Model .....                                                        | 16 |
| 5.1 General user profile model .....                                 | 16 |
| 5.2 Extensions to the model .....                                    | 18 |
| 5.2.1 Introduction.....                                              | 18 |
| 5.2.2 Services and device.....                                       | 18 |
| 5.2.3 Reference to alternative definitions and classifications ..... | 19 |
| 5.2.4 Further extensions to Profile-Item-Attributes class .....      | 20 |
| 6 Stakeholders and their healthcare roles .....                      | 20 |
| 6.1 Stakeholders .....                                               | 20 |
| 7 Profile management information and preferences.....                | 22 |
| 7.1 Addressable entities and group.....                              | 22 |
| 7.2 Profile related information and preferences .....                | 23 |
| 7.2.1 Priority levels.....                                           | 23 |
| 7.3 Requirements for information sharing and privacy .....           | 24 |
| 7.3.1 Privacy of information held in electronic health records ..... | 24 |
| 7.3.2 Privacy of information stored in a user profile .....          | 24 |
| 7.3.3 Information acquisition and sharing .....                      | 24 |
| 7.3.4 Validation of profile data items .....                         | 25 |
| 7.3.5 Accreditation of profile read/write access .....               | 25 |
| 7.4 Sources .....                                                    | 25 |
| 7.5 Roles.....                                                       | 26 |
| 7.5.1 Profile system roles.....                                      | 26 |
| 7.5.2 eHealth related roles and sharing of profile data .....        | 27 |
| 8 Client related information .....                                   | 29 |
| 8.1 Introduction .....                                               | 29 |
| 8.2 Personal information .....                                       | 29 |
| 8.3 Health information .....                                         | 32 |

|                                                                   |                                                                       |           |
|-------------------------------------------------------------------|-----------------------------------------------------------------------|-----------|
| 9                                                                 | Situation and context related information .....                       | 34        |
| 9.1                                                               | Introduction .....                                                    | 34        |
| 9.2                                                               | Highlevel health condition .....                                      | 34        |
| 9.3                                                               | Place types and locations.....                                        | 35        |
| 9.4                                                               | Mood and activity.....                                                | 35        |
| 10                                                                | Service and device category related information and preferences ..... | 36        |
| 10.1                                                              | Introduction .....                                                    | 36        |
| 10.2                                                              | Video preferences.....                                                | 37        |
| 10.3                                                              | Numeric output.....                                                   | 37        |
| 10.3.1                                                            | Notifications and alerts .....                                        | 38        |
| 10.4                                                              | Usability and accessibility.....                                      | 38        |
| <b>Annex A (informative): Profile content specification .....</b> |                                                                       | <b>39</b> |
| A.1                                                               | Structure of profile items.....                                       | 39        |
| A.2                                                               | Description .....                                                     | 39        |
| A.3                                                               | UID.....                                                              | 39        |
| A.4                                                               | Reference to standards.....                                           | 39        |
| A.5                                                               | Instances .....                                                       | 39        |
| A.6                                                               | Type.....                                                             | 40        |
| A.7                                                               | Value range .....                                                     | 40        |
| A.8                                                               | Default value .....                                                   | 40        |
| A.9                                                               | Technical specification.....                                          | 40        |
| A.10                                                              | Related field .....                                                   | 40        |
| <b>Annex B (informative): Background .....</b>                    |                                                                       | <b>41</b> |
| B.1                                                               | eHealth and telecare .....                                            | 41        |
| B.2                                                               | eHealth standardization .....                                         | 42        |
| <b>Annex C (informative): Scenarios .....</b>                     |                                                                       | <b>45</b> |
| C.1                                                               | Bert going to the bookies.....                                        | 45        |
| C.2                                                               | Sally has early onset of dementia .....                               | 47        |
|                                                                   | History .....                                                         | 49        |

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## Foreword

This ETSI Standard (ES) has been produced by ETSI Technical Committee Human Factors (HF), and is now submitted for the ETSI standards Membership Approval Procedure.

Intended readers of the present document are:

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

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## Introduction

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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:

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- xmlns:personal-information-ns=<http://uri.etsi.org/upm/personal-information>;
- xmlns:connectivity-preferences-ns=<http://uri.etsi.org/upm/connectivity-preferences>;
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