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## Guidelines - Recorded Patient Consultations

### For Training Practices

Adopted by PGTC – May 2017

Revised – September 2018

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## UPDATED GUIDELINES RECORDING OF PATIENT CONSULTATIONS

### FOR TRAINING PRACTICES AND CME (CONTINUING MEDICAL EDUCATION) GROUPS

Recording of consultations in this document refers to all modes of recording consultations including but not restricted to audio, video, electronic, digital camera recording of consultations.

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**Important:**

- All recorded consultations must be accompanied by a valid consent form to be signed off by Trainer/Programme director prior to viewing the consultation.
- Only patients who are competent to consent can have their consultations recorded. Consultations with children require signed parental consent.
- Recordings of consultations should be handled with the same level of security as patient record files.

**Documentation**

1. The Data Protection Officer/Trainer in each training practice will be required to maintain a log of patient recorded consultations which will be kept for the purpose of periodic audit (see Practice Record Log Form). This will include date of erasure of digital material and details of trainee responsible.
2. The ICGP patient consent form should be made available online for printing as a stand-alone form.
3. Individual patient consent forms to be scanned to patients file on completion of the consultation session.
4. The patient consent form must accompany any digital material to be used for teaching or examination purposes and to be counter signed by Trainer/Programme Director.

**Protocols in obtaining and recording patient consent.**

1. The role of the practice receptionist is to advise patients that the registrar is video recording a consultation session. They should not be expected to have any role in obtaining patient consent.
2. Individual trainees will take direct responsibility for obtaining patient consent both to initiate recording (signed before the consultation) and for its use for teaching purposes (signed after the consultation).

Informed consent means that the patient understands that:

- a. the video recording may be held for a short period on file with the trainer
- b. the recording will only be used for teaching doctors
- c. The recording may be uploaded and viewed via a secure method for peer analysis but will auto delete within 6 weeks
- d. the patient can request the recording to be stopped at any stage during the consultation

- e. the recording in the practice will be erased within 6 months of recording the consultation, unless written consent is obtained from the patient to extend the specified period.
3. Trainers/Programme Directors must view/counter sign consent form prior to its use for teaching or evaluation
4. Individual patient consent forms to be scanned to patient's file on completion of the consultation session.
5. Trainee on completion of the rotation to sign off the practice log of patient recorded consultations and maintain a copy in their own education file.
6. Only patients who are competent to consent can have their consultations recorded. Consultations with children require signed parental consent.

#### **Security of recorded consultations on video equipment and digital media.**

1. Recordings of consultations should be handled with the same level of security as patient record files.
2. Storage of Data must be in compliance with Data protection and Medical Council Guidelines. Data in transfer from the training practice to training scheme (day release) must only be undertaken using the secure media transfer site.
3. Training Practice must accept that there is an inherent risk of breach of confidentiality once any patient consultation is recorded and strategically implement procedures to minimize risk of breach of confidentiality.
4. Training practices must have a secure location for storage of camera at all times when not in use.
5. The Trainer is responsible for the security of the camera while in use in the training practice.
6. Video cameras to be used only for the recording of consultations and not for the continued storage of recorded consultations.
7. The Trainer is responsible for erasure of recorded consultations and the recording of same both in patients file and practice log.

## **Role of Practice Secretary/Receptionist**

The role of the secretary / receptionist is to advise patients that GP registrar recording of consultations is taking place, and to distribute information leaflets and consent forms to the patient.

It is **not** their role to ensure signature of the patient at the end of the recording of the consultation. If the patient advises the practice secretary /receptionist that they do not wish to have their consultation recorded they must advise the doctor of this.

## **GP Registrars**

1. Under no circumstances should there be any recording of intimate examinations or the camera be pointed towards the examination couch.
2. It is the professional responsibility of the GP registrar to obtain consent before and after the consultation.
3. Trainee must ensure that Individual patient consent forms are scanned to patient's file on completion of the consultation session.
4. The patient's consent, by the doctor, should be recorded during the consultation.
5. When a camera is not in use, it should either be removed or covered or alternatively point the lens towards the wall.
6. Trainee must ensure that the camera is used only for the recording of consultations and not for the continued storage of recorded consultations
7. Trainee must ensure that the recordings of consultations are handled with the same level of security as patient record files.
8. Trainee on completion of the rotation must sign off the practice log of patient recorded consultations and maintain a copy in their own education file.

### **The Role of Trainer**

To ensure that the practice meets with all requirements as outlined in this protocol.

The Trainer is responsible for the security of the camera while in use in the training practice.

The Trainer is personally responsible for erasure of stored recorded consultations and the recording of same both in patients file and practice log.

It is the responsibility of the trainer to ensure the erasure of recordings of the consultations after 6 months or in line with any written consent extending the period of storage.

Prior to commencement of recording of consultations in the training practice, trainers must run an induction/ teaching session with the trainee on the recording of the consultations and responsibilities involved, including consent, storage and erasure and compliance with data regulations.

Practices must have data management guidelines in place, including systems to ensure compliance by the Registrars

The erasure of recordings must be included in the appraisal documentation at the end of each rotation.

### **The Role of the Programme Directing Team**

The programme directing team has a responsibility to remind registrars at the end of each placement of their requirement to ensure consultations recorded by the registrars have been erased. Also to ensure that Trainees are not holding recorded materials beyond the consented time frames.



THE IRISH COLLEGE OF GENERAL PRACTITIONERS

## PATIENT INFORMATION LEAFLET

### VIDEO-RECORDING OF CONSULTATIONS IN GENERAL PRACTICE

Dr..... is recording some of his/her consultations with patients today. This will be used to help teach doctors how to improve their consultation skills and their ability to talk to patients.

We should be grateful if you would help us by agreeing to your consultation being recorded.

- If you would prefer your consultation not to be recorded all you have to do is tell the receptionist. This will not affect your consultation or further treatment in any way.
- The camera will immediately be switched off should you request this at any time.
- No intimate examination will be recorded.
- If you agree to the consultation being recorded you will be asked to sign a consent form.
- The recording will be used by doctors only for the purposes of teaching, assessing or learning about consultation techniques in general practice, which will be for the long-term benefit of patient care.
- The recording is subject to the same degree of confidentiality and security as patients' medical records. The doctor conducting the consultation or his/her supervisor will be responsible for ensuring confidentiality in the future use of the recording and its erasure.
- The video file may be uploaded and viewed via a secure method to the doctor's peer education site for analysis with other doctors in training. If this occurs the file will be erased within six weeks.
- No recording of a consultation will be stored beyond a period of 6 months unless you give further written consent.



## THE IRISH COLLEGE OF GENERAL PRACTITIONERS

### RECORDING OF CONSULTATIONS

#### *INFORMATION FOR PRACTICE SECRETARY/RECEPTIONIST*

This is for the purpose of learning and teaching about consultation in general practice, and to help doctors improve their consultation skills and their ability to talk to patients. The patients must be given an information sheet when they attend surgery. However, it is useful if receptionists booking patients-in would inform the patients that it may be recorded and that they might consider this before coming to the surgery, outlining the purpose, the voluntary nature and the consent requirements. The advice leaflet and the consent form can be dealt with on the arrival of the patient at the surgery. Most patients are quite happy to help with this kind of activity, however, some will clearly feel uncomfortable at the thought of taking part and may have difficulty expressing this. It is very important that patients are not pressurised in any way to accept a recording of their consultation and they must be assured on this point.

Please note the following points:

- There recording is kept completely confidential and is only viewed by doctors.
- The doctors want this to be as normal a surgery as possible, whilst recognising that some patients will not want to be recorded.
- Patients who do not want to be recorded can be offered an appointment at another time or with another doctor, or can attend this session and be assured that the camera will be switched off without this affecting their treatment in any way.
- Patients who agree at the time of making the appointment can change their minds when they attend the surgery for their appointment.
- The secretary/receptionist has an important role in ensuring that patients have sufficient information to make a decision about being recorded without feeling unfairly pressurised.
- When making an appointment, or upon arrival at the surgery, the patient should be given the information sheet about recording consultations to read. They should also be given a consent form to sign.
- **Inform the doctor if the patient advises you they do not wish to have to have their consultation recorded.**

***THANK YOU FOR YOUR HELP***





## **NOTICE TO PATIENTS**

### **REGARDING RECORDING OF CONSULTATIONS**

This is a Training Practice attached to a Training Programme for General Practice. From time to time, we make recordings of consultations to help teach doctors how to improve their consultation skills and their ability to talk to patients.

Your consent will always be requested if the camera is being used and the practice secretary will give you more information, including a consent form and information leaflet.

The recording will focus on the communication between the doctor and patient and will not record any intimate examinations.



**THE IRISH COLLEGE OF GENERAL PRACTITIONERS**  
**CONSENT TO RECORD CONSULTATIONS**

We would appreciate your permission to record your consultations with the doctor today.

- *The consultation may be viewed afterwards by other doctors for teaching purposes*
- *No intimate examinations will be recorded*
- *You can request the camera to be switched off at any time during the consultation.*
- *You will be asked after the consultation if you want the consultation erased.*
- *The recording will be held securely by the recording doctor at all times.*
- *The recording will be erased by the recording doctor not later than six months from the date of recording.*

I agree to my consultation with my doctor today being recorded for educational purposes. The recorded consultation will be erased on or before, **date**.....

**Patients Name:** \_\_\_\_\_

**(Please print)**

**Signed before consultation:** \_\_\_\_\_

**Signed after consultation:** \_\_\_\_\_

**Date of recording:** \_\_\_\_\_

**Registrar signature:** \_\_\_\_\_  
**MCRN**.....

**Trainer/PD Signature** \_\_\_\_\_  
**MCRN**.....

| Date of erasure | Date scanned to patient file | Registrar signature |
|-----------------|------------------------------|---------------------|
|                 |                              |                     |



## TRAINING PRACTICE PROTOCOL FOR VIDEO RECORDING OF PATIENT

### CONSULTATIONS

**Training Practice Name:**.....

**Trainer:** .....

**Data protection officer** .....

(if different from above)

**Trainee:** .....

**Period of Training:** .....

| No. | Agreed protocol to be returned to Training Programme<br>Prior to commencing Patient Recording | Trainer<br>Initials | Trainee<br>Initials |
|-----|---|---------------------|---------------------|
| 1.  | Trainer and Trainee have together reviewed the current protocol                               |                     |                     |
| 2.  | Notice in Waiting Room  |                     |                     |
| 3.  | Reception staff advised of day of video recording   |                     |                     |
| 4.  | Log book for all videoed consultations established in practice                                |                     |                     |
| 5   | Consent forms available in Trainee consulting room  |                     |                     |
| 6.  | Individual patient form to be scanned to patient's file on completion of the session.         |                     |                     |
| 7.  | Logbook to be updated and to include date or erasure.   |                     |                     |

***This form to be returned to Training Programme Office prior to commencing video recording.***



## PRACTICE RECORD LOG OF RECORDED CONSULTATIONS

to be maintained by the data protection officer on site with copy to trainee file

| Date of recording | Patient Initials<br>and/or DOB | Trainee<br>Responsible | Date of erasure |
|-------------------|--------------------------------|------------------------|-----------------|
|                   |                                |                        |                 |
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**Acknowledgements:**

Guidelines on recording of video consultations were prepared by the National Association of Programme Directors and adopted by the Council of the College on Sunday 28<sup>th</sup> February 1996.

These guidelines together with recommendations from the South East Steering Committee have formed the basis for this revised document.

These guidelines were adopted by PGTC in May 2017 and updated in September 2018.