

Information governance guidelines for video consultations

Information Governance checklist

- Make sure that all contact details (email address, home and mobile phone number,) are up-to-date when introducing video appointments to patients, so that they can be contacted in the event of technical difficulties.
- Privacy and confidentiality – You must safeguard patient privacy and confidentiality as in any other outpatient consultation. It is important that patients are made aware of any other people present in the room who they may not be able to see and give consent.
- The patient must provide prior verbal consent to confirm that they understand how the video consultation will be used. Verbal consent must be documented and dated (on their electronic patient record) in eCARE.
- Always confirm the details of the patient before starting the video consultation.
- Video consultations must not be recorded. The Trust will not record the call, however if the patient wishes to record the consultation the patient needs to gain consent from the Clinician at the start of the call. Consent should be documented (on the patient's electronic patient record) in eCARE by the Clinician to state they gave consent to the patient recording.

Patient consent

As part of the consent process, you need to ensure that patients are fully aware and understand the following information (information to be provided verbally).

- The use of video is completely voluntary, and you can change your video consultation to a telephone or face-to-face appointment at any time.
- If they are receiving a video call via a mobile phone, this is only as secure as any other phone call on that mobile network.
- It is their responsibility to ensure they are happy with the level of privacy at their end of the consultation.
- No aspect of the consultation will be digitally recorded but medical outcomes from the consultation will be recorded in the same way as any other outpatient consultation, and a letter sent to their GP.
- The Trust will not record the call, however if you wish to record this please gain consent from the Clinician at the start of the call.
- The video service should NOT be used as an emergency contact as a response is not guaranteed.
- As in a traditional face-to-face appointment, it is your choice who sits in on your appointment. However, if you would like someone to stay with you then that is okay, it is entirely your decision. Just let your Clinician know that someone else is there.
- If you have a family member you would like to join your video consultation, please provide the booking staff their email address and gain consent.