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Subject: OTN – Recording A Telemedicine Session Containing Person Health Information	Date Approved: May 22, 2010
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INTRODUCTION

There may be circumstances during a telemedicine event when the use of patient photography, videotaping, and other visual and/or audio recordings would be deemed beneficial by a consulting health care professional and for which s/he may request that a telemedicine session be recorded.

GUIDELINE

A telemedicine session involving patients and/or personal health information may be recorded when the **following conditions have been satisfied and met:**

1. The health care professional proposing the recording has made the request to record a session known to the patient and all parties involved in advance of the scheduled session.
2. The health care professional proposing the recording has obtained written consent from the patient (or substitute decision-maker) in advance of the scheduled session.
3. The Telemedicine Coordinator at the referring site has faxed the completed consent form back to the consulting site.
4. A copy of the consent form is retained in the patient's health record at the referring site and at the consulting site.
5. Provisions have been made at the consulting site to ensure the recording/photos become part of the patient health record at the site (as per that organization's policy).
6. Provisions have been made for the secure storage of recordings/photos if they were not generated to provide for and/or support patient care and therefore are not being added to the patient health record.

PROCEDURE

- Written consent of the patient and of all parties involved can be obtained using the “**Consent to Record a Telemedicine Session**” forms and should be obtained in advance of the scheduled session.
- If the patient (or substitute decision-maker) consents, the consulting health care professional requesting the recording can then complete the “Consent to Record a Telemedicine Session Form”, clearly indicating the purpose for the recording and signing the form.
- The “Consent to Record a Telemedicine Session Form” indicating a request to record the session should be forwarded/provided to the Telemedicine Coordinators at both the referring and the consulting sites.
- The Telemedicine Coordinator at the consulting site signs the form (indicating their consent to the recording) and faxes the form to the Telemedicine Coordinator at the referring site. The Telemedicine Coordinator at the referring site signs the form (indicating their consent to the recording).
- At the time of the scheduled session, the Telemedicine Coordinator at the referring site asks the patient (or substitute decision-maker) to sign the consent form (confirming that the health care professional proposing the recording has obtained consent).
- If there are other individuals who will be present during the session, these individuals should be approached for consent and sign the consent form.
- The Telemedicine Coordinator at the consulting site can then proceed with the recording.
- The recording should be conducted from the consulting site since it is to be used by the consultant.
- If the patient or the other individuals participating in the session ask to stop the recording, the Telemedicine Coordinator at the consulting site should stop the recording immediately.
- After the session is over, the Telemedicine Coordinator at the consulting site should ensure that the tape is labelled with the date and time of the session as well as the patient’s name (and any patient identifying information as per the facility policy).
- The Telemedicine Coordinator should ensure the recording becomes part of the patient health record at the consulting site (as per their organization’s policy)
- If the recording/photos was not generated to provide for and/or support patient care and/or should not become part of the patient health record (as per the organization’s

policy) provisions should be made for the secure storage. A procedure for signing in and out of the recording out of storage is recommended.

- Upon completion of the recording, the person who requested the recording should verify that the recording is consistent with the purpose noted on the consent form.
- If the patient requests a recording of their session and/or requests a copy of the recording requested by the health care professional, the patient should be directed to the health care professional who requested and executed the recording.

Related Policies and forms

1. Consent to Record a Telemedicine Session Containing Personal Health Information (4 Pages)
2. Information for patients about the use of recordings during a telemedicine session

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1 *The Personal Health Information Protection Act, 2004* s.4(1)

ⁱⁱ Accessed and Cited from OTN website January 26, 2009