

# Recording Virtual Visits by AHS Health Care Providers

Recordings of virtual visits are only appropriate if there is a specific purpose for the recording (e.g., for special projects, quality assurance, student supervision, staff education, or to monitor and document treatment).

## What are the Requirements for the Most Responsible Health Practitioner (MRHP)?

- Inform the patient of the purpose for the intended recording.
- Advise the patient that they can decline or change their mind at any time, without impact to their care.
- Obtain informed consent or verbal permission, and document this was received from the patient (*see below*).
- Inform the patient when the recording begins and stops.
- Be responsible for the physical security, storage and disclosure of the recording (*see below*).

Consent/Permission Requirements for the Most Responsible Health Practitioner (MRHP)		
Recording Device	Consent Type	Documentation Requirements
<b>Is <u>not</u> obvious</b> to the patient (e.g., using an iPhone to record audio)	Written/signed consent required	Any <b>one</b> of: <ul style="list-style-type: none"> <li>• AHS Forms #07998 or #09741</li> <li>• Connect Care Consent Navigator: Consent Recording Device for Health Care</li> </ul>
<b>Is obvious</b> to the patient (e.g., Skype for Business signals attendees of recording with a red light)	Verbal permission is sufficient Note: The MRHP may prefer to use the verbal or written informed consent process, but this is not required.	<ul style="list-style-type: none"> <li>• Notes section of clinical record, <b>or</b></li> <li>• AHS Form #07998 or #09741 without a signature</li> </ul>

Note: As per the [AHS Consent to Treatment/Procedure\(s\) Policy #PRR-01](#), the provision of informed consent can relate to each specific treatment/procedure(s) or a plan of treatment/procedure(s).

## How to Record a Virtual Visit?

Photos, audio, or video recordings containing health information must be managed on AHS owned devices and treated as health information, as per the HIA and [AHS Mobile Wireless Devices and Services Policy #1160](#).

### AHS Video Platforms

Telehealth - Polycom videoconferencing hardware

Telehealth - Polycom videoconferencing software  
(Real Presence Desktop)

Skype for Business

Zoom

\* Photos and audio (e.g. telephone) recordings follow the same principals within this document.

### Recording Capability

Yes, contact AHS Digital Media Services

Yes, contact AHS Digital Media Services

Yes, within software features

Not available, at this time, due to information security and privacy concerns with storage of recorded files

## How to Store the Virtual Visit Recording?

Any recording containing health information must be stored on an AHS approved Clinical Information System (CIS) and adhere to [AHS Policy #1177 Privacy Protection and Information Access](#), [#1133 Records Management](#), and the [Records Retention Schedule \(1133-01\)](#).

For more information about case-specific recording scenarios, contact AHS InfoCare at [AHS.InfoCare@albertahealthservices.ca](mailto:AHS.InfoCare@albertahealthservices.ca).