

# 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., to monitor and document treatment progress, student supervision, staff education, special projects, or quality assurance).

## Requirements for the Most Responsible Health Practitioner (MRHP)

- Inform the patient of the purpose for the 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	<ul style="list-style-type: none"> <li>• AHS Form #07998 or #09741, or</li> <li>• Connect Care Consent Navigator: Consent Recording Device for Health Care</li> </ul>
<b>Is obvious</b> to the patient (e.g., AHS Zoom notifies attendees the session is being recorded with a prompt to continue & red flashing 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, or</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

	<u>Recording Capability</u>
Telehealth - Polycom videoconferencing hardware	Yes, contact AHS Digital Media Services
Telehealth - Polycom videoconferencing software (Real Presence Desktop)	Yes, contact AHS Digital Media Services
Skype for Business	Yes, within software features
AHS Zoom	Yes, within software features

## 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](#), the [Records Retention Schedule \(1133-01\)](#), and Non-Approved EMR – Best Practices (on AHS Insite).

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

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