### **Audio and Video Recording Policy**

This policy safeguards all patients, staff, contractors, and visitors to Ropata Health from unauthorised recordings and photographs taken without prior consent.

**The purpose of the policy is:**

* To prevent staff from unwanted/unsolicited recording from a patient, staff member, contractor or visitor to the practice.
* To protect a patient and staff from the potential for misuse of recordings used for unintended purposes, potentially causing harm or distress.
* To promote a therapeutic relationship: where patients can speak freely and openly with their healthcare providers, where the presence of recording devices may create an uncomfortable or intimidating environment, hindering the patient’s willingness to disclose information.

This policy applies to all consultations, whether in person, by telephone, or through telehealth platforms, as well as in meetings and waiting areas. Any attempt to record or take photos without prior consent is a violation of this policy and may result in the termination of the consultation and/or the visit to the practice.

**This policy should be read in conjunction with Ropata Health’s:**

* Code of Conduct
* Security Access Agreement
* Social Media Policy
* Relevant employment agreement or contract for services.

**Recording of consultations:**

Ropata Health Ltd prohibits recording of consultations and sharing sensitive and personal information without the consent of all parties; doing so will be seen as a direct breach of this policy.

Consent to recording (agreed or declined) should be documented in the patient’s records.

Enforcement: If a patient violates this policy, the healthcare provider must take appropriate action, which may involve the Privacy Officer. Healthcare providers are responsible for enforcing this policy. If a patient attempts to record a consultation without consent, they will be informed that this action violates the policy, and the consultation will be terminated. Additional actions, including termination of services, may be taken if the patient continues to violate the policy.

Exceptions: In exceptional circumstances, a healthcare provider may agree to allow the recording of a consultation after first seeking the approval of the General Manager. Informed consent must be obtained from both the patient and the provider, and the purpose of the recording is clearly defined and documented. A consent form must be completed, signed by all attending parties and scanned into the patients’ notes.

**Recording of non-clinical staff/premises:**

Enforcement: All patients, staff, contractors, and visitors must obtain approval from the Practice Manager or General Manager before taking any recordings or photos of the premises or staff members. This policy is in place to protect the well-being, privacy, and confidentiality of everyone involved. Violating this policy may lead to disciplinary action, which could include termination of services.

**Breaches of Policy:**

Any failure to abide by this policy may lead to disciplinary action, up to and including termination of employment, or in the case of contractors, immediate termination of engagement.

Any employees, contractors, patient or visitor suspected of committing a breach of this policy will be required to co-operate with any investigation that Ropata Health decides to undertake and disciplinary action.