Acceptable Use Policy for Clinitalk Clinical System - Audio Recording of Patient Consultations

**Change control**

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| Reviewer | Date | Comments | Version |
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Next review date: April 2026

Author N.Boeckx

# 1. Purpose

The purpose of this Acceptable Use Policy is to provide guidelines and ensure responsible and ethical use of the Clinitalk clinical system's audio recording feature during patient consultations. This policy aims to protect patient privacy, maintain data integrity, and comply with relevant laws and regulations.

# 2. Scope

This policy applies to all healthcare professionals, administrative staff, and any other individuals authorised to use the Clinitalk clinical system for audio recording patient consultations.

# 3. Policy Guidelines

a. Informed Consent: Prior to initiating audio recording of a patient consultation, informed consent must be obtained from the patient. The healthcare team must clearly explain the purpose and benefits of the recording, and address any concerns or questions raised by the patient.

b. Limited Access: Access to audio recordings of patient consultations should be limited to authorised personnel directly involved in the patient's care or those with a legitimate need-to-know for the purpose of quality assurance, training, or legal requirements.

c. Confidentiality and Privacy: Audio recordings of patient consultations are considered sensitive and confidential information. All personnel handling audio recordings must adhere to strict confidentiality and privacy policies to ensure patient privacy and comply with applicable data protection laws.

d. Data Retention: Audio recordings of patient consultations should be retained for no greater than 21 days, as required by legal, regulatory, and organisational policies. Once the retention period expires, recordings must be securely and permanently deleted.

e. Data Security: Appropriate technical and organisational measures must be in place to protect audio recordings from unauthorised access, modification, or disclosure. This includes encryption of audio files, secure storage, and access controls to prevent unauthorised access as per the Clinitalk security policy.

f. Professional Conduct: Healthcare professionals and staff must maintain a high level of professionalism and ethical behaviour when utilising the audio recording feature. Any misuse or inappropriate use of the feature is strictly prohibited.

g. Third-Party Sharing: Sharing audio recordings with external parties, including researchers or other organisations, requires explicit consent from patients and compliance with applicable laws and regulations. Patient privacy and data protection must be ensured throughout the sharing process.

h. System Monitoring: The Clinitalk clinical system may incorporate monitoring mechanisms to detect and prevent unauthorised use or misuse of the audio recording feature. Such monitoring activities may include auditing access logs, reviewing recorded consultations, or implementing automated alerts.

# 4. Training and Awareness

All personnel authorised to use the Clinitalk clinical system for audio recording of patient consultations must receive proper training on the policy guidelines, including obtaining informed consent, maintaining confidentiality, and ensuring data security. Regular awareness programmes should be conducted to reinforce the importance of adhering to this policy.

# 5. Compliance and Enforcement

Failure to comply with this Acceptable Use Policy may result in disciplinary action, which may include but is not limited to warnings, suspension of system access privileges, or termination of employment. Any suspected breaches of patient privacy or policy violations should be reported immediately to the appropriate authority.

# 6. Policy Review

This Acceptable Use Policy will be reviewed periodically to ensure its effectiveness and compliance with legal, regulatory, and ethical standards. It will also be updated as necessary to address technological advancements or changes in organisational requirements.

By adhering to this Acceptable Use Policy, Clinitalk aims to protect patient privacy, maintain the confidentiality of recorded consultations, and ensure responsible and ethical use of the audio recording feature within the clinical system.