

1.6.1 Audio and Visual Recording of Telehealth Consultations

Purpose

To protect patient privacy, confidentiality, and the secure management of health information during telehealth consultations, and to ensure compliance with RACGP Standards, applicable privacy legislation, and medico-legal obligations.

Policy

The practice does not undertake, permit, or store audio or visual recordings of telehealth consultations, including telephone and video consultations, as part of routine clinical care.

Patients, clinicians, and third parties are not permitted to record telehealth consultations without prior written consent from the treating practitioner and approval from practice management.

Any approved recording must comply with applicable privacy legislation, professional standards, and informed consent requirements. Unauthorised recordings may result in termination of the consultation.

Procedure

Any request to record a telehealth consultation must be discussed with the treating practitioner and practice management prior to the consultation.

- Approval must be obtained before the consultation takes place.
- The clinician must obtain and document patient consent in the medical record.
- The reason for recording (clinical, legal, or accessibility) must be clearly documented.
- Staff must remind patients that recording is not permitted unless formal approval has been granted.
- If an unauthorised recording is suspected or identified, the clinician may cease or terminate the consultation in accordance with practice policy.