

Photography, Video, Audio-Recordings: Patients and Visitors in Medical Imaging

Introduction

Patients, families or visitors may want to record in a Lower Mainland Medical Imaging (LMMI) department where imaging exams or procedures are performed for a variety of reasons, including but not limited to, significant life events, continuity of care (e.g. documenting for other care providers), personal medical records and/or education purposes (e.g. recording for post-procedure instructions).

Purpose

This procedure provides a step-by-step process to medical imaging staff when managing requests for photographing, video recording, audio recording, or Live Streaming (hereafter referred to as “[recordings](#)”) initiated by patients, families, and visitors in any LMMI department.

Site Applicability

This procedure is applicable to all Medical Imaging departments within Lower Mainland Medical Imaging (LMMI) across Fraser Health (FH), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH).

Practice Level

LMMI staff: radiologists, physicians, technologists, sonographers, echocardiographers, nurses, clerical staff, and support staff.

Need to Know

Staff must be aware of and follow health organization policies related to patient or visitor(s) requests to use recording devices (photography, audio or video).

Recording of the examination, images or staff in MI may not be permissible by patients, families or visitors for the reasons outlined below:

- The images are in an initial state when the patient is present. Image quality control and radiologist/cardiologist/physician review must be completed prior to the release of images.
- The activity may interfere with patient care and normal department operations.
- The department must maintain patient privacy and confidentiality. Imaging displays may contain personal information not related to the current exam.

The images are the property of Lower Mainland Medical Imaging. Patients may obtain a copy of the image(s) and/or clinical report through established Release of Information (ROI) access request processes when the examination is complete and the final clinical report is available as per site specific processes.

For real time-viewing of images (not including photography or video) requests, inform the patient that they are welcome to view their images through the Release of Information access request.

Direct them to the clerical area so they are able to complete the appropriate paperwork to initiate the request.

Exclusions

This procedure does not apply to requests initiated by patients or visitors to record themselves either before or after the medical imaging exam, if there are no other individuals or confidential information in the recording, and it does not interfere with patient care and department operations.

This procedure does not apply to media requests for recording of patients, families, visitors or staff. Such requests are covered under health organization specific Media Policies and must be referred to specific health organization Communications department.

This procedure does not apply to requests initiated by staff. Staff must refer to health organization specific policies and ensure that recording does not violate any policies related to the confidentiality, privacy and security of information.

Procedure

Responding to patient or visitor requests to bring recording devices into the medical imaging examination room for the purpose of recording.

1. Respectfully, politely and sensitively decline the request and explain why it is not permissible to bring recording devices into the medical imaging examination room for the purpose of recording the examination, images or staff as stated in "[Need to Know](#)". Explore and attempt to resolve the patient's or visitor's concerns about care or communication, which may be prompting the recording request. Focus on educating the patient or visitor and de-escalating the situation.
2. Politely explain the Request of Information (ROI) process at your site for the patient to obtain a copy of their images and/or clinical report.
3. If individual cooperates, proceed with imaging procedure. If the individual does not cooperate, proceed with procedure below.

Responding to patients or visitors who refuse to cooperate.

1. If the patient or visitor proceed to the exam with their recording device, do not begin the exam and inform supervisor or site coordinator. Engage with other disciplines as needed. This may include Radiologist, Site Security, Risk Management, Patient Care Quality Office, Information Access and Privacy or Communications. If a patient or visitor has started to record and if you are able to, stop the exam until this issue has been resolved or cancel the exam if necessary. Consult with radiologist. Depending on the nature or urgency of the exam, it may not be appropriate to cancel or postpone the exam. If it is unsafe to stop the exam, proceed with the exam. The patient's welfare and staff safety is always the first priority.

2. Politely ask patient or visitor to stop recording and request the image be erased/deleted. Advise the patient if they do not stop recording, security will be called and they will be asked to leave the department.
3. Do not attempt to confiscate the recording device or erase recordings on the device.
4. Document in the patient record if images are not erased/deleted.
5. Notify the referring physician if the examination has been cancelled.
6. Immediately report any potential privacy breach to the health organization Information Access and Privacy Office. (E.g. A patient's recording may contain another patient's personal information).

Documentation

- Document in the patient's medical health record as per site specific processes any request for recording.

Example of compliance documentation:

"[Enter Patient Name] requested to record exam. Consent was not provided. Patient/visitor complied. [Technologist Initials]"

Example of non-compliance documentation:

"[Enter Patient Name] requested to record exam. Consent was not provided. Patient/visitor proceeded to record. Patient/visitor was informed to stop recording or exam would be discontinued. Patient/visitor refused. Exam was discontinued. Site coordinator [and list other departments who were notified] notified. Exam has been cancelled and referring clinician notified. [Technologist Initials]"

Responsibilities

Medical Imaging Staff

- Follow above [procedure](#).

Site Coordinators/Supervisors

- Assist in resolving disagreements about or complaints arising from patients or visitors regarding Recording.
- Notify and consult with Site Security, Risk Management, Patient Care and Quality Office, Information Access and Privacy or Communications in resolving disagreements about recording, as appropriate.

Risk Management, Patient Care Quality Office, Information Access and Privacy, and Communications

- Advise site coordinators and supervisors regarding requests from patients, families and visitors and support staff to resolve disagreements (as described in section 2.1).

Integrated Protection Services (IPS)/Site Security

- Respond to routine and urgent security requests arising from recording by patients or visitors that require an immediate response.

Related Documents

Fraser Health Authority. (2019). [Media Relations](#).

Fraser Health Authority. (2010). [Consent for Photography, Audio or Video Recordings and Other Imaging](#).

Fraser Health Authority. No Video, Audio, Photography Poster.

Lower Mainland Medical Imaging. (2015). [Third Party Viewing During Medical Imaging Examinations LMMI Policy](#)

Lower Mainland Medical Imaging. (2015). [Third Party Viewing During and After Obstetrical Ultrasound Examinations LMMI Policy](#)

Lower Mainland Medical Imaging. (2019). No Video, Audio, Photography Poster.

Provincial Health Services Authority. (2018). [Audio, Video and Photographic Recordings: Patients and Visitors Policy](#)

Provincial Health Services Authority. (2018). [Audio and Video Recordings: Managing Requests by Patients and Visitors Procedure](#)

Provincial Health Services Authority. (2018). [Working with the Media](#)

Vancouver Coastal Health Authority. (2013). [Media Policy and Procedures](#)

Vancouver Coastal Health Authority. (2017). [Texting Policy](#)

Vancouver Coastal Health Authority & Providence Health Care. (2017). [Emailing Policy](#)

Definitions

Audio-Recording refers to an audio capture by any form of electronic or tape recording device. (e.g. tape recorder, digital recorder)

Live streaming refers to online streaming media simultaneously recorded and broadcast in real time.

Patient means any person receiving care or services from Medical Imaging.

Photograph is any still image captured by any form of electronic or photographic equipment (e.g. cell/smart phone, digital film camera, standard camera).

Recording refers to photographing, videotaping, audio-recording or live streaming.

Staff refers to all employees, contractors, volunteers, medical staff (including radiologists, cardiologists, physicians), and/or other service providers engaged by Medical Imaging.

Video Recording refers to a moving image captured by any form of electronic and/or film recording device (e.g. video camera, cell phone, digital film camera).

Visitor includes anyone who is visiting the patient, and includes members of the public who may be within recording distance of the patient.

References

- Interior Health Authority. (2016). AR1000 – Photography, Videotaping & Audio-Recording in IH Owned Facilities or Served Care Areas. Retrieved from: [Interior Health Authority FOI, Privacy & Policy Development AR1000](#)
- Accommodating patient requests policy, procedure or algorithm. Patient Care Quality Office Review Board Act. College of Physicians & Surgeons of Alberta (2014). Chaperone Requirement. Edmonton, A.B. Retrieved from: <http://cpsa.ca/wp-content/uploads/2015/03/Chaperone-Requirement.pdf>
- FOIPPA Policy & Procedures Manual. (2019). Retrieved from: <https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures/foippa-manual>

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