

BUSINESS PRACTICE POLICY RECORDING OF AN ASSESSMENT

ISSUE DATE: MAY 2019

The objective of this policy is to specify the circumstances under which an assessment being undertaken by a MedHealth (MH) Consultant / team member may or may not be recorded during the conduct of the assessment. For the purposes of this policy "recording" refers to any process by which an audio, video, or transcription recording is made of a MH consultation for later reproduction. A transcription recording does not include notes made during an assessment by the Consultant / team member to facilitate points of reference to later produce the required evaluation report.

REASON

Both MH and the Consultant / team member hold a primary responsibility to ensure that medical assessment protocols accord with appropriate practice and enable an appropriate 'duty of care' to be afforded for the well-being of the individual being assessed. Due to the sensitive nature of our assessments and services, unqualified access to the matters discussed could potentially be subject to subsequent misinterpretation and 'out of context' consideration by unqualified persons. The matters which are the subject of the discussion might later cause distress for the person by referral back to such matters. This, therefore, has the potential to be detrimental to the mental well-being of the individual.

PROTOCOL

MH is prepared to receive a request from a client / attendee for an assessment or service, in advance of the consultation, that their assessment / service be recorded. Each individual request, however, is subject to MH consideration and prior approval in writing and authorisation should not be assumed to have been given otherwise.

The factors which MH would take into account during such a consideration would include, but not be limited to, the following:

- a) The approval of the MH Consultant / team member for the assessment to be recorded;
- b) The approval of the referring customer for the assessment to be recorded;
- c) The medical nature of the assessment; and
- d) That any authorised recording of an evaluation, only be made by an independent, professionally qualified technician; immediately following which both parties would receive an identical, authenticated copy of the recorded assessment. The cost of making any such recording would reside solely with the external party requesting the recording.

EXCLUSIONS

Without exception, MH will not authorise the recording of an assessment being undertaken for psychological or psychiatric evaluation purposes, or where it is deemed by the Consultant / team member that direct, uncontrolled access to the matters disclosed and discussed during the assessment may consequentially have a detrimental effect on the mental well-being of the person being assessed.

Should an individual advise that they intend to make a recording of an assessment, or actually commence such a recording without prior authorisation, the assessment is not to commence or is to be terminated, if they do not immediately agree to not record the assessment.



Tim Morphy
Chief Executive Officer