



Partner Policy: Call Recording

Introduction

Some Partners may record clinical calls for training and quality assurance purposes. Culture, custom and/or regulation may impact the extent to which call recording can be implemented and, in these circumstances, this policy will be adjusted as required.

Policy

Those Partners who record clinical calls will ensure that all participants accessing the service telephonically are informed, either via an Interactive Voice Response (IVR) or by the clinician accepting the call, that their call will be recorded for Quality and Training purposes, before the participant provides any identifying information.

Participants may request that call recording is switched off at the start of the call or that the recording is deleted at the end of the call.

A copy of a call recording can be provided to the participant, or a Third Party, on receipt of an appropriately authenticated request.

Any call which a participant has agreed can be recorded will be saved permanently if, during the call, the participant provides verbal consent to a disclosure (e.g. to Emergency Services, their Employer or a Family Member).

A clinician can arrange for any call to be permanently saved if, following discussion with the Partner's Clinical Management, it is agreed that something was disclosed during the call (e.g. a potential link to terrorist activity) that may need to be disclosed to appropriate authorities without the participant's consent.

Very occasionally an organisation requests that calls coming in from their employees are not recorded.

Clinical Practice

- Whenever a clinician initially picks up a call from a participant, the clinician will (unless the participant has already been informed via an IVR), before any identifying information is taken, state

'This call is being recorded and monitored for quality assurance and training purposes. Is that OK?'

- If the participant indicates they do not wish to be recorded the clinician will turn the call recording off for this call.
- If at any point during the call the participant indicates they do not wish to be recorded, the call recording will be switched off and the entire call will be deleted.
- Structured Telephone or Group Counselling sessions and those delivered through Aware are not recorded.

CHANGE HISTORY:

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Stakeholders: Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

Change Date:	Approved by:	Subject Matter Expert(S) [SME] Utilized:	Description/Details of Change [Why & What]:
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