

VIDEO CONSULTATIONS

If you have requested a video consultation using Southampton Primary Care's Video Consultation solution, this will be treated as any other consultation you have with your GP. However, you will need to be aware of the following:

SECURITY

We always take your privacy and the security of your personal information very seriously and we will do everything we can to ensure that it is kept secure and protected. However, you should be aware that no communication over the internet is 100% secure. If you have any concerns about this, you may request a face to face or telephone appointment. Video consultations are entirely voluntary and are offered to extend the access and provide the patient choice.

To ensure the safety of your personal information all communication between the GP and patient devices is encrypted to NHS standards, we only use corporate devices that have adequate security and protection. All necessary updates are downloaded and strong passwords are always used. The Video Consultation application itself cannot protect users from spyware so you should always ensure that you have adequate ant-virus/malware protection on any device you use for the video consultation.

If you choose to use the Video Consultation solution on your mobile device you should make adequate provision to ensure the security of the device you choose to use.

We will always conduct a video consultation in a quiet, private space, free of interruptions where others cannot overhear. You are responsible for ensuring that you are in an appropriate environment and recommend that you find a quiet, private place to speak to us.

You will be provided with instructions for joining –your consultation, you should never call us directly. The solution will inform you if your device is not capable of running the video consulting solution (it does not check or validate your security). You will need to provide your consent to the terms and conditions of the service and the invitation in order for you to proceed with the scheduled consultation

If you share an account with other people, such as your family members, they may have access to some information about the consultation. We advise that you should create your own account. If you are using a public or shared device then you should be aware that some of your personal information may be stored locally on the computer you are using.

INFORMATION WE COLLECT ABOUT YOU AND HOW WE USE IT

We will retrieve appropriate information from your patient record. Including but not limited to:

- a) Family name, given name*
- b) Date of birth*
- c) Current address*
- d) Ethnicity*
- e) Referral information;*
- f) NHS number*
- g) Relevant attachments that referrers add to the referral*
- h) Clinical history including: medications, problems, appointments, allergies and consultations*

In addition, before we conduct a video consultation using the Video Consultation solution we will validate/collect the following additional personal information from you:

- a) Your email address*
- b) Contact Telephone Number*

Riviam will keep this information on their records for 1 month

Please note that is very important that you always keep us informed of any changes to your contact details.

You will have also provided us with your consent to use and process your personal information for the purposes of the video consultation via the terms and conditions you have consented to.

The law allows us to use your personal information to contact you because you have given us your consent. If you have provided us with verbal consent then we will record your verbal acceptance on paper or electronically. You may withdraw your consent at any time and terminate the video element of the consultation.

During the video consultation we will make notes about your health. The personal information we collect about your health falls into a special category because it is very sensitive. The law states that we are entitled to use and process this sensitive information so that we can provide you with medical and other healthcare services. We will record this information on your medical record and will only share it with other medical/healthcare professionals who are involved during the course of your diagnosis, treatment or ongoing healthcare. Please note that we will never discuss matters about your health that are particularly sensitive during the course of your video consultation. If you wish to raise any concerns of this nature or discuss such issues please request a face to face consultation.

In consenting to the terms and conditions you are permitting the solution to record your video consultation. The recording of the consultation is stored securely in line with NHS guidelines data retention policies. At any time you have the right to:

- Request access to the recording.*
- Request deletion of the video.*