




STANDARD OPERATING PROCEDURE FOR STAFF REGARDING PATIENTS / FAMILIES / VISITORS USING CAMERAS, VIDEO & AUDIO RECORDERS IN CLINICAL AREAS IN CHI at CRUMLIN	
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1.0 Introduction

Taking photographs and video in a healthcare environment needs to be managed sensitively. There are legitimate reasons why photographs need to be taken by both healthcare providers and parents of children who are inpatients in healthcare settings, but thought by the person taking the photo needs to be given to a number of scenarios. CHI at Crumlin encourages making memories for families when in hospital however it must be done in a way that protects the privacy of others.

Children and their parents sometimes take photos of their loved ones in hospital and can share those images on social media sites. These pictures taken in the hospital may inadvertently have another child, parent or staff member in the photo, these photos can create a privacy issue for the organisation and breach Data Protection (2018) guidance. In the event of a Data Protection Breach, the organisation can end up with significant reputational damage and be fined if pursued by the injured party.

2.0 Applicable to


All hospital staff

3.0 Objectives of Standard Operating Procedure

To set reasonable limits in the use of phone cameras and video in OLCHC.

4.0 Procedures

- Staff in the hospital are prohibited from using their personal phone to photograph children - the hospital photographer will manage this.
- Staff in the hospital must give consent to the hospital if they wish them to feature in a photo or video
- Parent / guardians in the hospital must give their consent to allow their child to be filmed or photographed during an event in the hospital.
- Parents using their personal phone to photograph their child on hospital wards must firstly seek permission from the ward manger
- Recording conversations with staff in hospital on a personal phone without their permission is not permitted.
- Parents are asked to take care when taking photos of their child that no other child or staff member or personal data of others are included in the picture inadvertently.
- Taking photographs of children in bed or in pajamas may not be appropriate, parents may not have informed family members that they are in hospital, and this will breach their privacy.
- Social media is managed by the communications department, staff should refrain from posting photos whilst working in the hospital on any social media sites. Permission should always be sought from their Manager / Clinical Nurse Manager or Communications Manager.
- ALL PLANNED PUBLIC MEDIA EVENTS AT CHI CRUMLIN.
E.g. – Dignitary visits, Open Days, Media Events, Celebrity & Sporting Visits, fundraising visits.
- All official media events and public profile events will be managed separately by the management and communications hospital team in relation to photographs video recordings etc. This will be done in a planned way with patient and staff media consent forms being processed by the communications team.

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Sample Scenarios:

Scenario One:

A parent wishes to film/record a child receiving a dressing in ED.

Sample Staff response: For the purpose of this demonstration, I would appreciate it if you could give your full attention to this. I will provide some step by step instructions of how you should administer a dressing on your child at home.

Scenario Two:

A family wish to record their child's first steps in ED/OPD/Ward areas

In the interest of respecting the privacy of staff working and other families present, who may be captured on your video accidentally, please do not film/photography you child your child.

Scenario Three:

Radiology Dept. – A parent wishes to take photographs of an x-ray/scan while a child is undergoing scanning procedure

Sample Staff response: If you would like to have a copy of your child's x-ray images, we can send these to your GP/referring clinician or provide a copy to you directly if you wish. This is hospital policy and will protect your child's confidentiality i.e. prevent details of your child's scan from being shared accidentally on social media via your phone

Scenario Four:

A parent wishes to take photographs of their child in their patient room

Sample Staff response: If you wish to take a photo you must only do so if you are sure no other staff member or other patient or member of the public is included in the photo. We encourage making memories when your child is in hospital we just need to be sure with new GDPR regulations that you do not capture other people in the photos without their consent

5.0 Implementation Plan

This SOP will be circulated hospital wide and a summary description of the notice will be communicated to families at Admission and on the Website under info for Families and Patients.

6.0 Evaluation and Audit

This process will be self-evaluative, as any breaches in this process will be raised as an incident on the hospital incident management system.

7.0 References

Data Protection Act (2018)

http://www.citizensinformation.ie/en/government_in_ireland/data_protection/overview_of_general_data_protection_regulation.html

Children first (2017) <https://www.tusla.ie/children-first/children-first-guidance-and-legislation/>

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