

Standard Operating Procedure  
(SOP)

**Information Governance and Acceptable  
Use:**

**Tekihealth Video Consultations**

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## 1.0 Purpose

The purpose of this SOP is to ensure the continued protection and security of Patient Confidential Data (PCD) shared during virtual consultations between remote clinician, remote health care professional and residents/patients. Staff and users of the telehealth videoconferencing app (Tytocare App provided by Tekihealth Solutions Ltd.) must follow the steps outlined in this SOP to support resident/patient safety and ensure acceptable use of the mobile devices provided.

## 2.0 Scope

This SOP applies to all staff who are authorised to use the telehealth solution and mobile devices for the purpose of delivering direct care.

## 3.0 Tekihealth Step-by-Step Process

1. The Tekihealth iPad is provided to the Health Care Organisation (HCO) who has purchased the solution to provide telehealth services to residents/patients. The iPad is then logged as an information asset within the respective organisation.
2. The Tekihealth iPad comes with Tytocare App downloaded.
3. Tekihealth will provide a single practice Remote Health or Care Professional (RHCP) user profile for the Tytocare App on the iPad.
4. Tekihealth will provide a single Remote Clinician (RC) user profile for the Tytocare Web App.
5. Generic accounts are used to access the app and iPad within the care provider environment. When a device and log-in to the Tekihealth app are provided, the practice/home manager must maintain a user sign-in and sign-out audit log. This includes the recording of staff name, job title, department/area, work contact details, date, and time of sign-out of the device and log-in details and return of the mobile device. A log of who has been given an account log-in is maintained by the practice and care home provider. This is to create and manage a robust audit trail of who has accessed the solution and for what period.
6. The HCO will determine that a patient/resident would benefit from a telehealth consultation.
7. The parties plan to be available at a particular time and both log into the software.

**Example:** if the GP plans to undertake regular weekly visits, they can agree a day and time slot beforehand when they will be logged in to see residents/patients. Alternatively, the regulated care provider can request an urgent assessment of a resident/patient. They will first contact the GP surgery via telephone. The GP will then triage the patient/resident as per GMC guidelines and decide if a virtual consultation is needed or appropriate. If they deem that it is appropriate for a virtual consultation, they will agree a suitable time to see the patient/resident online.

8. The care home / RHCP will then be visible in the waiting room under RHCP / care home name. The patient is identified according to the professional user or care home account; for example, Victoria Care Home might be visible in the waiting room.
9. Having validated that they are accessing the session that has been agreed in advance with the RHCP, the RC will click 'start the online visit'.
10. This will then open up the telehealth consultation and the clinician will see the video being streamed from the RHCP iPad. This will likely show the RHCP in the first instance and the RHCP will make the introduction to each patient as the appointment progresses.

**Please note** the streaming video of the patient/resident and RHCP with the RC is not recorded and there is no option for the user to record the consultation session.

11. The RC can then click on 'Connect to patient's Tyto device'. This will provide a menu of the various devices and allow the RC to direct the activities of the RHCP in terms of which readings are required using the available devices.
12. Each time a device is used, the RC can select to record the readings from that device. For example, recording the video from the device exploring the throat. Each time a device is used, and a recording is created, it will appear as a thumbnail in the gallery at the bottom of the RC screen.

**Please note** depending on the nature of the examination, the media being collected will differ. For example, a heart exam will record the sounds of the heart and a throat examination will record the visual of the throat.

13. At the end of the telehealth session, the RC clicks 'end visit and sent notes' and the recordings from the session will appear in the Exams Inbox within the Web App interface. The Exam Inbox allows the RC to retrieve previous recordings through the Web App.
14. The exams are listed by the name of the RCHP and the date of the session is provided. This allows the RC to link the recordings with the entry into the clinical system appointment book.

#### 4.0 Information Governance and Video Conferencing

Where appropriate, this solution enables staff to discuss patient confidential information virtually via the internet as an alternative method to a face-to-face consultation. As such, staff **must** ensure they adhere to the following data security and protection protocols whilst using the telehealth app and mobile device to support the delivery of care:

- All staff must be up to date with their annual data security awareness/information governance training.
- Always control and initiate the videocall, particularly when communicating with individuals outside of the organisation.
- Ensure doors and windows are closed before initiating or receiving a videocall.
- Ensure all participants, in particularly the patient/resident, are aware of **who** is on the call, **what** and **why** information will be collected/shared and **where** it will be stored following the consultation.
- Verify the identity of the person they are communicating with (particularly if it is with someone outside of the organisation) **before** sharing or discussing any confidential information.
- Ensure that all participants in the meeting are authorised to know all the information that is being shared.
- Keep confidential and sensitive information to a minimum as far as possible.  
Ensure there is no confidential or sensitive data on view that may be observed via web cameras.
- Information and clinical decisions **must** be safely and immediately transferred to the appropriate patient medical record or as soon as it is practical to do so. It is vital, for the safety of patients and protection of clinicians, that medical records are factually accurate, relevant, clear, up-to-date, and available when needed.

- Be aware that the solution can be subject to the same cyber-attacks as email accounts and you must not click on links or open files from unknown or suspicious senders.

## 5.0 IT Acceptable Use of Tekihealth iPad - Do's and Don'ts

To ensure the protection and security of patient confidential information that may be stored on mobile devices, staff **must** comply with the following acceptable use protocols.

### **Do's:**

- Ensure mobile devices are securely stored out of sight whilst not in use.
- When left unattended, do make sure the devices are locked to prevent unauthorised access.
- Make sure the device is regularly updated with the latest anti-virus software, when prompted to do so via the iPad's settings.
- Immediately report incidents of any lost or stolen devices to Tekihealth Solutions Ltd. These must also be reported as an information governance breach as per the organisation's incident reporting procedure.
- An audit log for device and generic logins must be maintained to document users of the app and mobile devices. As the solution does not offer individual user accounts for all staff, a robust audit trail is required to evidence appropriate access or, where accusations are received, to evidence cases of inappropriate access/use.

### **Don'ts:**

- Do not use personal or unauthorised devices for work related purposes to discuss or store patient/resident information. In doing so presents information security risks and vulnerabilities to patient/resident information.
- Do not allow unauthorised individuals to use the iPads.
- Do not leave the device unattended in a public place, such as a reception area or family room.
- Do not turn off automatic software updates on the device as this could expose the device to cyberattacks and access to PCD.
- iPads provided for work related purposes must not be used for any personal activities or for any other purpose that is not related to the provision of patient video consultations.

## 6.0 Staff Responsibilities

### **Practice/Care Home Manager**

The practice/care home manager is responsible for managing and maintaining an audit log of access to the Tekihealth app and iPads used for video consultations.

### **Remote Health or Care Professional (RHCP)**

The RHCP is the member of staff present with the patient and taking the physical readings with the Tekihealth devices. This could be a clinician from the practice that is undertaking home visits, or it could be a care home staff member. The RHCP is responsible for ensuring the patient is aware of who is on the

videocall and why, along with the responsibility of ensuring the consultation remains confidential and is conducted within a private room, with windows and doors closed.

### **Remote Clinician (RC)**

The RC is the clinician who is logging in to the software remotely and reviewing readings obtained by the RHCP. The RC is responsible for ensuring the patient/resident is aware of **who** is on the call, **what** and **why** information will be collected/shared and **where** it will be stored following the consultation. It is also important for this role to verify the identity of the patient to ensure the RC is making clinical entries into the correct patient medical record.

## **7.0 Definitions**

### **Information Governance**

The legal framework governing the use of personal confidential data in health care is complex. It includes the NHS Act 2006, the Health and Social Care Act 2012, the Data Protection Act 2018, and the Human Rights Act 1998.

### **Mobile Device**

A portable computing device such as a smartphone or tablet.

### **Patient Confidential Information/Data**

Confidential patient information is information that both identifies the patient/resident and includes some information about their medical condition or treatment. Any of the types of data could be confidential patient information under certain circumstances.

### **Tekihealth Solutions Limited (TSL)**

Designers and facilitators of the telehealth service which employs the physical scopes and devices provided by Tytocare as well as servers that are hosted by Tytocare as a sub-processor. TSL will provide user management services and management of issued devices.

### **Telehealth**

The delivery of health care services via remote technologies.

### **Tytocare**

Providers of the physical products and devices and scopes, and providers of hosted storage for the data collected.

### **Videocall**

The act of communicating with one or more individual by using a smartphone, computer, or tablet to transmit and received audio and video.

## 8.0 Resources and Related Guidance

Information Commissioner's Office (ICO)

<https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/04/video-conferencing-what-to-watch-out-for/>

NHS England

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0479-principles-of-safe-video-consulting-in-general-practice-updated-29-may.pdf>

NHS Digital

<https://digital.nhs.uk/services/national-data-opt-out/understanding-the-national-data-opt-out/confidential-patient-information#:~:text=Confidential%20patient%20information%20is%20information,patient%20information%20under%20certain%20circumstances.>