

# Recording of Telephone Calls, Virtual Care Appointments and In Office Visits

Women's Health of Central Massachusetts recognizes that patients may wish to review and discuss their care and treatment with family members or caregivers and understands that patients may feel overwhelmed during visits or may not recall all details of their discussions with their provider. For this reason, patients may be permitted to make limited audio or video recordings of certain portions of their visit **with the knowledge and explicit consent of the provider and care team.**

Recordings may not be shared or used in a manner that is harassing, defamatory, or otherwise detrimental to any provider or staff member. Unauthorized or inappropriate use or distribution of recordings may result in legal action.

Patients are expected to share recordings responsibly and with appropriate discretion, particularly when using social media or other public platforms.

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With provider approval and in accordance with organizational policy, recordings may be permitted as follows:

## **Office Visits**

Recording is not permitted during physical examinations. With provider consent, limited recording may occur after the examination during post exam discussion and care planning.

## **Ultrasounds**

As clinical workflow permits and after all diagnostic images are completed, patients may be allowed to record a brief portion of the ultrasound. Recording is permitted only when authorized by the ultrasonographer, whose explicit consent is required if staff or the ultrasound display is included.

## **Telephone Calls**

For privacy and confidentiality reasons, telephone calls may be recorded only when all participants have provided consent. Recording without proper notice and consent is prohibited and may carry legal consequences.

## **Virtual Care Appointments**

Recording virtual care appointments is not permitted unless there is a documented clinical or operational need and explicit, informed patient consent. Any approved recording must comply with HIPAA and organizational privacy and security policies. Unauthorized recording or sharing is strictly prohibited.

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## **Ambient Dictation**

Providers may use ambient dictation during a visit to assist with clinical documentation. This technology listens to and transcribes portions of the conversation for medical record purposes only. Use of ambient dictation is voluntary, and patients may request that ambient dictation be turned off at any time without affecting their care. All information captured is handled in accordance with HIPAA and organizational privacy and security policies, and transcriptions are protected as part of the medical record.



**of Central Massachusetts**

A Division of Women's Health Connecticut