

MEDICAL SERVICES

PROVIDED ON BEHALF OF THE DEPARTMENT FOR WORK AND PENSIONS

Update to Standard 51 /2009

Subject:	Recording of Assessments
Effective from:	Immediately
Target Audience:	All HCPs, Customer Relations Team
Guides affected:	Guidance for Examining Health Care Professionals, Complaints – Glossary of Supporting Information
Contact:	Process Design Team 01264 837775

This Update will be incorporated into the next version of the Standard on review of the procedures.

Additional wording has been added to the current guidance procedure on the unauthorised recording of an assessment, this should be adhered to in all circumstances

Recording Medical Assessments

The DWP never requires that a medical assessment for advising on entitlement to state sickness or disability benefits be recorded on audio or videotape. Any requests by claimants to tape an examination should not be directly refused, but our policy in these circumstances should be fully explained to them.

Claimants may request that their interview and assessment by an HCP in respect of a benefit claim be recorded either on audio or videotape.

Such a request can only be agreed with the prior consent of the HCP, and then only if stringent safeguards are in place to ensure that the recording is complete, accurate and that the facility is available for simultaneous copies to be made available to all parties present. The recording must be made by a professional operator, on equipment of a high standard, properly calibrated by a qualified engineer immediately

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prior to the recording being made. The equipment must have facility for reproduction so that all parties can retain a copy of the tape.

The responsibility for meeting the cost of the above requirement rests with the claimant.

Any request by a claimant for an assessment to be audio or videotaped must be declined unless the above safeguards are in place. The claimant must instead be offered the opportunity of a rescheduled assessment in the presence of a companion or other witness. If the claimant refuses to avail him/her self of this opportunity and refuses to proceed with the assessment, the HCP should return the file to the DWP with a note explaining the situation.

Unauthorised Recording

It is for Atos Healthcare, in conjunction with their legal advisers, to determine the action to be taken in the event of a claimant making an audio or video recording without the prior knowledge and consent of the HCP, or without ensuring that the safeguards defined above are in place.

If you suspect a customer of trying to film or record an assessment the following action should be taken

Advise the customer that such action is not permitted, explain why not, and ask them to switch the device off. If the customer refuses to comply:

- **The assessment should be suspended**
- **The customer should be offered the opportunity of a rescheduled assessment in the presence of a companion or other witness such as a chaperone. This should be recorded as CSHU (1E Claimant issue).**
- **If they refuse the offer of a rescheduled assessment, the file should be returned to DWP with a note explaining the situation. The referral should be closed on MSRS, as a withdrawn referral (i.e. C700).**
- **Inform your site manager and/or medical manager immediately**