

# MEDICAL SERVICES

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PROVIDED ON BEHALF OF THE DEPARTMENT FOR WORK AND PENSIONS

Training & Development Unit

## **Incapacity Benefit Handbook for Approved Health Care Professionals**

**MED-S2/IBHB**

Version: 6 Final



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### **4.1.1 Audio and video taping of examinations**

Should a claimant attend the assessment requesting permission to either audio or videotape the medical assessment you should politely refuse on the following grounds:

The Department for Work and Pensions never requires that a medical assessment for the purpose of advising on entitlement to state sickness or disability benefits be recorded on audio or videotape.

Such a claimant request can only be agreed with the prior consent of the examining Health Care Professional, 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 prior to the recording being made.

The equipment must have facility for reproduction so that a copy of the tape can be retained by all parties

The responsibility for meeting the cost of the above requirement rest 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 Health Care Professional should return the file to the Department for Work and Pensions with a note explaining the situation.

### **Unauthorised taping**

It is for Medical Services, 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 examining Health Care Professional, or without ensuring that the safeguards defined above are in place.

### **4.1.2 Taking of Notes during an Examination by Claimant or Companion**

From time to time you may encounter a situation where the claimant is accompanied by a companion and either the claimant or companion may wish to take notes during the assessment.

Persons who are entitled to be in attendance are always entitled to take notes. This is because it is for their own purposes and not an official record of the

## Medical Services

process.