
From: [REDACTED]
Sent: 04 January 2013 16:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Recorded Assessments - Claimants making their own recordings.

All,
Further to the below. We have agreement that laptops are not acceptable for the purpose of recording assessments.
The process doc is in the final stages of sign off and I hope will provide us with a full and supportive process for handling these requests.

I am providing an extract of the process doc that deals with claimants recording assessments themselves below the wording of which has all be agreed this afternoon.

1.1 Claimant Wishes to Conduct Own Recording

All recording requests must be agreed and arranged in advance, this applies equally to claimants wishing to undertake their own recordings.

If a claimant requests a recording using their own equipment, providing internal equipment is available, they should be advised that this can be arranged on their behalf using our own equipment, and that they will be provided with a copy of the recording prior to leaving the MEC.

Claimants should be made aware that if we agree to them undertaking their own recording, they must provide two copies of the recording at the end of the assessment, one of which will be retained by Atos Healthcare. The copies must be made following the same principles of dual recording using a format of either CD or cassette tape e.g. similar equipment to that used by Atos, or use of two Dictaphones. Laptops and mobile phones are not suitable for this purpose.

Requests should be made in advance of the appointment date in line with the normal process.

From: [REDACTED]
Sent: 04 January 2013 12:01
To: [REDACTED]
Subject: RE: Recorded Assessments - Claimants making their own recordings.

All,

Current and interim position is that **WE WILL NOT ACCEPT LAPTOPs** for this purpose.

This is not formally agreed with the customer but is our interpretation of the agreed approach to use dual CD or tape recordings (ours or claimants).

I hope this will help.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 04 January 2013 11:07
To: [REDACTED]

Subject: Recorded Assessments - Claimants making their own recordings.

Audio Recording of Assessments

Following a ministerial announcement last year, we have been asked to accommodate requests for audio recording from claimants who wish to record assessments using their own equipment. When this request is made it is important that admin teams encourage claimants to use our own equipment to increase security and control, but occasionally this will not be possible if equipment is not available and volumes of requests are high.

If such a request is made the following criteria must be met or adhered to by the claimant:

- The request must be made and agreed in advance of the appointment date
- A complete and identical copy of the recording must be provided to the HCP at the end of the assessment
- The recording must be in CD or audio cassette format only.
- Mobile phones are not suitable for this purpose

Our guidance has been updated to incorporate this area and the final version of the process document will be reissued once final customer sign off is received.

Although it is may be preferable to some people that we use our own equipment, if the above criteria is met and we know that the recording is taking place there is no real difference in who makes the recording. This approach provides a more open approach to recorded assessments and discourages claimants from making covert recordings where conversations are not clearly captured.