

# CLOUD RECORDER FROM SECURE VIDEO

## Are You Recording Your Patient Interactions? You Should Be & Here's Why.

Recorded doctor / patient interactions are a valuable tool used primarily in the education of would-be mental health clinicians: to enhance efficacy, to ensure ethical standards are upheld, and to improve patient outcomes. In and of itself, this practice is not new. For years, practitioners have set up cameras, swapped out videotapes and then DVDs, and rearranged or rented new office space so they might be able to store the recording. This task was often an onerous one, but they persisted because they recognized the benefits of the practice.

At SecureVideo, we believe medical professionals deserve a better solution; one that allows them to focus not on the tedium of recording, replacing and storing physical files, but on providing patients with the best possible care.



## Recorded Interactions Present Enormous Benefit For Clinicians In Training.

Since the early 1960s, psychotherapists have used video supervision in the teaching and training of their profession. Though some may argue this process to be controversial, "many will argue videotape review is essential for self-directed learning", and evidence has proven this assertion correct. Consider the 2013 work of professor, psychiatrist, and founding Director of the Centre for Emotions and Health at Dalhousie University in Halifax, Canada; in his paper, "Small Group Video Training for Psychotherapy Skills Development" published by the journal Academic Psychiatry, Abbas found that "small group videotape training (SGVT) is a specific and efficient training method, [and that] moreover, this training sets a stage for lifelong self and peer-directed learning."

But how does it work? Psychotherapy sessions conducted by trainees are recorded in such a way that the behavior of both parties, patient and clinician, can be reviewed and analyzed – in real time or later, at a distance.

With the aid of **HIPAA-compliant video recording software**, and from the moment of first interaction to the last, would-be psychotherapists and their peer groups are given firsthand insight into how a turn of phrase, gesture, or body language can alter the direction of a session at any time; and are encouraged to “offer comments or questions in a supportive manner and at times in a constructively challenging way.”

“The creative use of teaching technology, video-recording and patient simulation” is able to provide students with real-time instruction that may otherwise be unattainable. Textbooks and specialized course materials are invaluable tools for learning, but just as important is the opportunity for students to “explore, think, and reflect while interacting with their environment and leveraging their own experiences to create new meaning.” It is so important that students be able to take an active role in, and responsibility for their education. As it is the facilitators’ responsibility to make use of instructional technologies that foster authentic learning environments and better prepare clinicians in training for the dynamics of real life practice.

Allowing researchers to qualitatively examine patients’ thoughts, beliefs and emotions; as well as to determine when and where social and interactional pressures impact how patients behave when seeking care.



## Recorded Interactions Can Improve The Scope And Depth of Care Research.

It seems like a given, to understand that face-to-face interactions between medical professionals and their patients are a crucial component of effective physical and mental healthcare. To diagnose and treat a patient, doctors and therapists must learn the proper, most appropriate methods of communication. It’s not enough to say, “Hello, what seems to be bothering you today?” because while this seems like a reasonable place to start, our patients are complex individuals; their methods of treatment must be as well.

The use of video elicitation interviews, and of recorded interactions to illustrate points referenced in these interviews allows researchers to qualitatively examine patients’ thoughts, beliefs and emotions; as well as to determine when and where social and interactional pressures impact how patients behave when seeking care. The human memory is notoriously unreliable, and so when researching how best to improve the state and practice of medicine, it has been seen that video elicitation interviews “facilitate more accurate recall of specific events that participants are likely to forget or misremember during standard interviews. [Likewise], participants often notice new or unexpected aspects of the interaction during video elicitation interviews.”

But what of the impact on patients’ behavior while being recorded? Isn’t the presence of a video camera in itself a social or interactional pressure to be studied? Does that then negatively affect the efficacy of the associated research? The evidence says no.

When high-quality video recordings are used, and a full range of verbal and nonverbal communication can be studied, scientists have determined patients and physicians to behave no differently on camera than off.

When doctor / patient interactions are recorded and used for research, the ultimate result is a more effective physician, a healthier patient, and safer, more reliable interactions for all.

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## Recorded Interactions Safeguard Patient Information By Upholding Documentation Standards.

Every interaction, diagnosis, and treatment plan administered in the practice of mental healthcare must be documented. The execution and maintenance of proper documentation is necessary in today's complicated health care system, and the HIPAA-compliant recording of physician / patient interactions only serves to further this endeavor. With considerations that include information governance, patient identification, authorship validation, amendments, corrections and more, clinicians who employ the use of recorded interactions demonstrate a dedication to upholding documentation standards, and to the reflection of a supremely accurate patient record.

When data or text records are accompanied by individualized video recordings, healthcare providers are reminded, and recognize that every patient's case is unique and should be documented as such. "Cloned documentation continues to be a significant problem that creates unnecessary redundancy and at times inaccurate information... [and for such a reason], organizations must develop policies designed to address inappropriate use of [cloning tools built into electronic health record systems] to minimize non-compliance," to improve quality of care, and to reduce the risk of medical liability issues .

The overall goal of any mental health professional, or that of any healthcare professional is to improve the health and safety of his or her patients. In today's global environment, that means leveraging the technology available at one's fingertips.



To this end, the AHIMA Work Group, as published in their Journal of AHIMA in August 2013, recommends that medical organizations take certain steps to maintain the integrity of their documentation systems. One of these steps is the purchase and use of a system that comes equipped with functions and capabilities that help prevent fraud. HIPAA-compliant video recording software (such as CloudRecorder) administers a bevy of technical, physical, and administrative safeguards designed to keep healthcare professionals and their patients safe.

## HIPAA-Compliant Video Recording Helps People Heal.

The overall goal of any mental health professional, or that of any healthcare professional is to improve the health and safety of his or her patients. In today's global environment, that means leveraging the technology available at one's fingertips. The HIPAA-compliant video recording of physician / patient interactions makes better doctors, and thus improves patient outcomes, while also driving costs down.

### **The benefits of video recording these interactions are tangible:**

- The need to take notes during a session is eliminated, allowing the care provider to focus solely on the words of his patient.
- Psychotherapists are given leave of their personal bias mid-session, and are later able to conduct more objective self observation, as are supervisors who become better able to directly observe.
- Assessments of treatment outcomes are done in real time, when a psychotherapist is able to compare pre- and post-therapy video segments. "Often these changes are not reflected in one's notes or patient self reports. This review is the process by which therapeutic techniques may be developed, researched and fine-tuned by both therapists and researchers."

And now, with the advent of technology that has allowed recordings of this type to be stored on the cloud, the video equipment and technical support that once required an abundance of capital (monetary and spatial), can be set up, maintained, and carried out with ease.

As a healthcare professional, your job is to help patients heal - our job is to help make it easier.

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<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3315127/>

<http://library.ahima.org/doc?oid=300257#.V3QnbpMrl6A>

[http://www.istdp.com/wp-content/uploads/2013/01/Videotape\\_Training\\_for\\_Psychotherapy\\_Skills\\_Development1.pdf](http://www.istdp.com/wp-content/uploads/2013/01/Videotape_Training_for_Psychotherapy_Skills_Development1.pdf)

## CloudRecorder, from SecureVideo, is here to help.

CloudRecorder is a unique new software system from SecureVideo — the industry leader in HIPAA-compliant videoconferencing — that allows for the recording of in-person interactions between patients and clinicians. Used for training, research, or documentation purposes, the system allows for HIPAA-compliant storage and permission-based retrieval of recordings, and can even stream in near-live time while recording to the cloud.