



HOOK LANE
DENTAL CARE

Call recording policy

The Daisy Health Solutions phone systems used within all admin areas of the practice are capable of recoding conversations, for the use of quality assurance, training, compliance, and security purposes. Calls made and received by team members at Hook Lane Dental will be stored securely for a period and management has the ability to pull out recordings and listen as necessary. When incoming calls are received on the patient line before the call is connected with a member of our team there is a clear and concise message played informing the caller that they are being recorded. It also tells them alternative ways to contact the practice should they not wish to be called.

If it becomes clear that the patient does not wish for the call to be recorded the call should be terminated and the patient advised to contact us via email, social media, or SMS.

Scope of practice

Under normal circumstances calls are not needed to be retrieved or monitored unless:

- It is necessary to check compliance with regulatory procedures
- It will aid in improving call standards
- It will aid in reception training
- It is necessary to investigate a complaint
- It is part of managements 'spot-check' on patient care
- There is a credible threat to safety of patients or staff

Data protection

The practice will ensure that the use of recording is restricted and processed fairly in line with relevant legislation.

Monitoring

Access to call recordings is only available to the practice owner and practice management and is password protected on two levels, which is changed on a regular basis.

The result of the monitoring is maintained with strict confidence and not disclosed to third parties unless the practice has a duty of care i.e. police.

Date: 12.03.2025

To review: March 2027