

Document teleconsultations accurately and in compliance with data protection requirements (Module 3: Teleconsultation Skills)

DigHealth –
Micro-credentials in digital health for Ethiopia and Somalia

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Capacity Building in the field of Higher Education

Learning outcomes

At the end of this module, you will be able to:

- Document teleconsultations accurately.
- Apply GDPR/HIPAA rules.
- Avoid common errors.
- Follow best practices for secure record-keeping.

Principles of Documentation

Why Documentation Matters

- Continuity of care
- Legal/ethical protection
- Clinical decision support
- Builds patient trust



Principles of Documentation

Core Principles

- Timely
- Accurate
- Objective
- Complete
- Clear & concise



Principles of Documentation

WHAT TO DOCUMENT

- Patient ID & consent
- Date, time, duration
- Platform/method (video/phone)
- Clinical findings, plan, advice
- Technical issues if relevant



Principles of Documentation

Common Errors

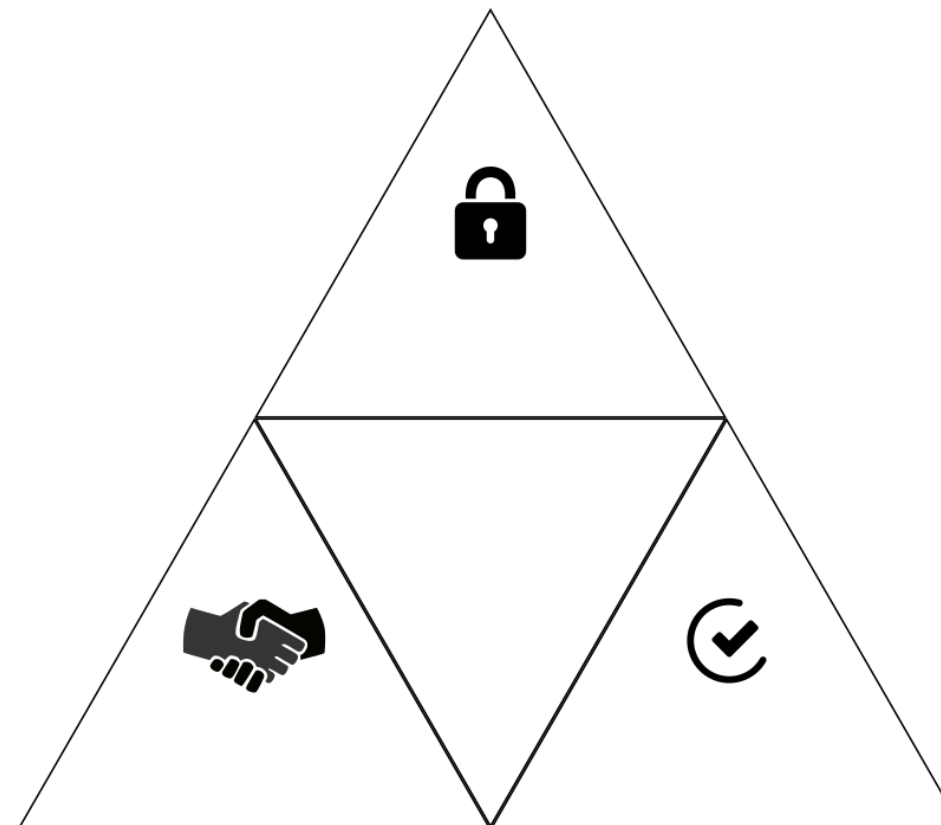
- Missing consent notes
- Copy-paste mistakes
- Subjective judgments
- Storing notes outside EHR



Data Protection

Data Protection

- Confidentiality: only authorized access
- Integrity: no unauthorized changes
- Availability: records accessible when needed



Data Protection

GDPR Essentials

- Lawful basis (consent / medical necessity)
- Data minimization
- Storage limitation
- Patient rights: access, correction



Data Protection

HIPAA Essentials

- Protect PHI (Protected Health Information)
- Use compliant platforms
- Access logs & breach reporting



Data Protection

Secure Storage Practices

- Encrypted EHR
- No personal devices or email
- Access controls & audit trails
- Secure cloud backups



Integration into Practice

Best Practices for Documentation

- Standardized templates
- Consent logged each session
- Clear identifiers
- Structured notes



Integration into Practice

Team & Patient Access

- Shared EHRs with role-based permissions
- Patients may request secure access
- Use portals for summaries



Summing up

Key Takeaways

- Accurate, complete notes = safe care
- GDPR/HIPAA compliance mandatory
- Security & documentation go hand in hand

REFERENCES:

- WHO: Global Digital Health Strategy (2021)EU
- GDPR Regulation (2016/679)
- US HIPAA Rules
- ENISA: eHealth Security Guidance



Thank you!
