Procedure · TEL-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 27.13

At a glance

- The clinician confirms the patient’s identity at the start of every remote consultation (TEL-FRM-004).
- The clinician confirms who else is present and whether the consultation is private.
- Identity is checked against a second identifier, not the voice or face alone.
- A consultation is not held if identity or privacy cannot be confirmed.
- Stop and get help straight away if: a consultation is held with a family member pretending to be the patient.

1. Purpose

To make sure the right patient receives the care, and the consultation is private (27.13).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

In a remote consultation, the clinician cannot see who is on the other end. Confirming the patient’s identity at the start protects against the wrong person receiving care, or a record being made for the wrong patient.

5. Responsibilities

Role	Responsibility	Competence
Telemedicine service lead	Owns the identity and privacy rule	Clinician or manager
Treating clinician	Confirms identity and privacy at each consultation	Clinician

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Confirm identity.

- Confirm the patient’s identity with a second identifier at the start of the consultation.

Key point: Confirmed.

Step 2. Confirm privacy.

- Ask who else is present and whether the patient can speak privately.

Key point: Confirmed.

Step 3. Record or stop.

- Record the checks on TEL-FRM-004, or stop the consultation if they cannot be confirmed.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Consultations with identity and privacy recorded	100%	Monthly	Telemedicine service lead	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
TEL-FRM-004	Remote consultation identity and privacy check	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Recommendations on digital interventions for health system strengthening (2019) and the WHO Ethics and governance of artificial intelligence for health (2021).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Remote Clinical Assessment & Limitations Recognition (TELE-03)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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