



OAK Pediatrics

Phone calls are recorded notification

1. Purpose

The purpose of this notification is to inform patients, clients, and other individuals that calls made to or received from [Your Practice Name] may be recorded for quality assurance, training, and other lawful purposes.

2. Scope

This notification applies to all incoming and outgoing calls involving OAK Pediatrics including but not limited to calls with patients, clients, healthcare providers, insurance companies, and other third parties.

3. Call Recording Policy

- **Quality Assurance and Training:** Calls may be recorded to ensure the highest level of service, to train staff, and to monitor and improve our interactions with patients and other stakeholders.
- **Compliance and Documentation:** Recordings may also be used to comply with legal and regulatory requirements and to maintain accurate records of communications.

4. Consent

By continuing to participate in a call with OAK Pediatrics you consent to the recording of the call. If you do not wish to have your call recorded, please notify the staff member immediately, and alternative arrangements will be made.

5. Confidentiality and Security

- **Confidentiality:** All recorded calls will be treated with the same level of confidentiality as other patient information. We are committed to protecting your privacy and maintaining the confidentiality of your health information.
- **Security:** Recorded calls will be stored securely and will be accessible only to authorized personnel.



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6. Access and Retention

- **Access:** Recorded calls will be accessible only to authorized personnel who require access for legitimate business.
- **Retention:** Recorded calls will be retained for a period consistent with our data retention policies and legal requirements, after which they will be securely deleted.

7. Your Rights

- **Access to Recordings:** You have the right to request access to recordings of your calls, subject to applicable laws and regulations.