

Medical Photography - Terms & Conditions

By making an appointment for medical photography, you are accepting and agreeing to the terms and conditions set out in this document.

If an appointment is made on behalf of the patient, the person making the booking accepts responsibility to ensure the patient is aware and agrees to the terms and conditions set out in this document.

Consent

A consent form must be completed by the requesting professional, ensuring that all relevant details are documented, level of consent indicated, and signed by both professional and patient/parent/guardian.

The patient must bring this form (NHS Grampian Consent for Clinical Photography & or Video) to their appointment and present it to Medical Illustration staff on arrival. Medical photography cannot take place without this legal document.

Consideration must be taken when making an appointment to ensure the consent form is or will be in the patient's possession prior to the chosen date/time.

Photography Staff

Medical photography will always endeavour to provide a same sex photographer where appropriate and/or when requested, in respect to the nature of clinical request. This will be determined by both the patient/parent/guardian request and the professional discretion of staff.

Male/female staff are subject to availability; therefore, it is the responsibility of the person making the appointment to highlight patient requirements in the appropriate field. If no preference is indicated but deemed necessary on arrival, appointments may be rescheduled.

Chaperones

If the appointment includes photography of an intimate nature (e.g., breast/s, abdomen, thigh/s, buttock, and/or genitalia) patients may be accompanied by a family member, friend, or colleague. Alternatively, patients may request to have an official chaperone present.

While the patient has the right to request or refuse a chaperone, the available photographer retains the right to decline/refuse photography or consider it more appropriate to have a chaperone present, in respect to the nature of clinical request.

In the rare event that a mutual agreement cannot be met, photography will need to take place at the clinic with the requesting clinician present.

Official chaperones are subject to availability; therefore, it is the responsibility of the person making the appointment to highlight patient requirements in the appropriate field. If no preference is indicated but deemed necessary on arrival, appointments may be rescheduled.

Rescheduling

Appointments may be rescheduled, by the patient or relevant person, prior to appointment:

- Via the booking page at time of original booking.
- Via the 'reschedule' link sent with booking confirmation/reminder email.
- Via telephone - 01224 437029.

Appointments may need to be rescheduled, by Medical Illustration, due to extenuating circumstances, for example, availability of resource relevant to patient requests, extreme weather, unforeseen staff shortages due to illness etc.

Cancellation

Appointments may be cancelled, by the patient or relevant person, prior to appointment:

- Via the booking page at time of original booking.
- Via the 'reschedule' link sent with booking confirmation/reminder email.
- Via telephone - 01224 437029.

E-mail Correspondence

If an e-mail address is provided (patient/parent/guardian), an automated confirmation with all relevant information will be sent, in addition to a reminder e-mail 24 hours prior to your appointment. If one is not provided, you are accepting to omit this service and accept risks involved.

COVID-19

If the patient develops or has symptoms of COVID-19 or any other infectious viral infection within 24 hours prior to their appointment, you must contact the department to reschedule for a time when they have recovered. Failing to do so may result in their appointment being terminated upon visit.

Appropriate infection prevention control and patient PPE (personal protective equipment) is available for use at the patients' discretion, i.e., hand sanitiser, face masks, within the patient waiting area and within the clinical photography studio.

Zero Tolerance Statement

The University of Aberdeen and NHS Grampian does not accept unauthorised drugs or illicit substances being brought on to its premises. The safety of patients and staff is of the utmost importance to us. Aggressive or violent behaviour, harassment, discrimination, or bullying will not be tolerated.

No unauthorised photography, filming, and/or audio recordings are allowed to be made on our premises, particularly if they feature other patients, staff, carers, visitors, and/or clinical areas. This is to protect and respect the privacy and dignity of individuals using our services, and our staff.

A Code of Professional Conduct for professional members of the Institute of Medical Illustrators

1. Professional Practice and Duty of Care

Members should recognise their responsibilities to maintain professional standards and an appropriate scope of practice.

2. Managing Risk

Members must identify and employ safe working practices, ensure compliance with legislation and H&S policy, and report circumstances that might put patients or others at risk.

3. Collaborative Practice and Communication

Members shall collaborate and communicate effectively with healthcare professionals in the interests of patient care, teaching, and research.

4. Quality

Members shall ensure appropriate quality measures are applied to all processes and procedures.

5. Confidentiality, Security and Copyright

Members must protect the confidentiality, security, and copyright of images and information to conform to legislation and protect the rights and dignity of patients.

6. Leadership, Improvement and Support

Members shall contribute to a dynamic learning and innovative environment.