

# MVR in the Medical Sector

**Medical practitioners wanting to improve access and offer more flexible appointments to patients will often adopt telephone triage services to help meet demand, so call recording is important for any advice given.**

Call recording is a crucial part of communications at any surgery, and extending this to include practice mobiles for telephone consults, exchanging patient information and for telephone triage, allows greater flexibility whether calling from a patients home during a visit, or from your office.

## Secure Mobile Recording

If you are a doctor, dentist, vet, pharmacist or other medical professional, you may already have land line calls recorded, but will use your mobile phone when you are on call, visiting patients or speaking with other support agencies.

With Mainstream MVR, you can record calls to and from enabled mobiles with patients, families, consultants, specialists and colleagues, reassured that any conversations relating to cases and patients are recorded and stored securely for future review.

## Samsung KNOX Phone

Use MVR on your Knox enabled Samsung device to record patient notes while you work. Record voice memos and notes to yourself that will be encrypted and transferred securely to the MVR data centres.

You can also record meetings and patient reviews to ensure none of the comments are missed, and these can then be reviewed and transcribed later.

## Automatically Transferred

The major advantage over other recording apps for your device, or specialised digital voice recording devices is that all the recordings are transferred automatically and securely to the MVR data centres where they are safe and cannot be tampered with or “accidentally” deleted.

There are no accessible files on the phone that can be viewed or played. All files are transferred to our secure data centres as soon as possible after a call is finished, so recordings are safe and secure with no chance of a data breach, even if phones are lost or stolen.

If your phone is lost, your administrator can track your phone to its last reported location, and ping it for a location update and if retrieval is not possible, they can wipe all data from the phone. (internet connection needed)

## Secure Data Centres

Once recordings have been received into the MVR data centres, files can only be retrieved by authorised personnel for review, comment and audit purposes. Records can also be moved to long term storage if required.

To protect the sensitive nature of the data recorded, Mainstream is ISO27001 , ISO22301 , ISO9001 and Cyber Essentials certified with our MVR data centres designed to be IL2/IL3 compliant, in line with NCSC.gov guidelines.

