



# Information Governance and Data Security

Information Governance ensures that personal information is handled legally, securely, efficiently and effectively in order to support delivery of the best possible care.

## **The Use of Mobile Devices by Patients in Hospitals (e.g. Phones, Tablets and Cameras)**

### **Background**

**This guidance provides advice for patients using mobile devices such as phones, tablets and cameras in acute hospitals. This is particularly important during the Covid-19 period when patients may be isolated from loved ones**

# I'm a patient or service user - what does this mean for me?

We want you to use your mobile device in hospital, it's an important way of keeping in touch and making use of online resources like the NHS app.

It's important that when you use your mobile device in hospital you're careful not to:

- Take anyone's photo without permission, including staff or people in the background of your photos e.g. in busy waiting areas. It is important to remember that taking a photo or video could breach another patient's privacy and cause them distress.
- Make video calls in a way that means the other person can see any other patients, visitors or staff members.
- Make calls or use your phone in a way that disturbs other patients.
- Use your mobile device around sensitive equipment where there is a particularly high risk of interference. Signs will make it clear that you shouldn't use your phone in that area. Switch it off or enable 'airplane mode'. Do not just leave the device on the silent or vibrate setting as it could still affect medical equipment