



# Paramedics Television Series Consent Protocol

## 1. Our commitment

Ambulance Victoria (AV) is committed to protecting the privacy of personal and health information. We recognise that the nature of our services means that much of the information we collect and handle is particularly sensitive. We comply with relevant laws in relation to the collection, use, disclosure, storage, access, transmission and disposal of personal and health information.

## 2. Purpose

This procedure confirms the steps required to obtain patient consent during the course of filming and producing the *Paramedics* television series, in cooperation with WTFN Entertainment.

AV and WTFN work closely together in the production of *Paramedics*. The formal arrangements governing AV's participation are documented in a Production Agreement between the parties. The formal arrangements are supported by various work practices, policies and procedures that are followed by AV and WTFN staff who work to produce the series.

## 3. Scope

This procedure applies to all AV employees, volunteers and contractors (AV staff) and all WTFN employees, volunteers and contractors (WTFN staff) during the filming of *Paramedics* when attending any premises or facilities of AV or under AV's control or within its responsibility (including interactions with patients at such premises and facilities that includes public places and private homes).

## 4. Responsibility

Role	Responsibility
<b>Senior Team Managers and Support Paramedic</b>	<ul style="list-style-type: none"><li>• Ensure Operational staff are aware of and understand privacy requirements, this Consent Protocol and AV's Patient Care Commitment requirements.</li><li>• Ensure informed patient consent is obtained.</li><li>• Cease filming in the circumstances noted in Item 6, Step 3, below.</li><li>• Liaise with WTFN staff as required to ensure that privacy requirements, this Consent Protocol and Patient Care principles are not compromised.</li></ul>
<b>Paramedics</b>	<ul style="list-style-type: none"><li>• Alert patients to filming.</li><li>• Always prioritise patient care and treatment.</li></ul>
<b>Project Team</b>	<ul style="list-style-type: none"><li>• To manage consent administration and provide WTFN real-time updates of outstanding consents.</li></ul>



# Procedures

## 5. Paramedics series

*Paramedics* is an observational television documentary series produced by WTFN Entertainment Pty Ltd (ABN 84 096 259 808).

AV has agreed to participate in *Paramedics* to help our community better understand when to use their ambulance service and what to expect when paramedics arrive on scene. *Paramedics* also promotes important community health messages and awareness and education campaigns.

## 6. Filming and consent

Filming is always subject to the first priority of ensuring the safety and welfare of AV staff and patients. AV is committed to ensuring the primacy of patients' health and needs while balancing the need to film events as they occur without impacting patient care.

All WTFN staff must sign an observer shift agreement prior to joining Follow Car crews as provided by AV's Legal department. At all times during the filming on scene, WTFN must comply with the instructions and directions of AV staff.

During the filming process the following consent principles of conduct apply on-scene:

Step	Action
1.	On arrival at a filmed case, treating paramedics with chest cams fixed to their person or in the company of a camera operator, must alert patients of filming. This might include words to the following effect:  <i>'Hi. I am XXX and this is XXX from Ambulance Victoria and we are here to help. We also have XXX who is filming a documentary about our work. You're our first priority so we just want to look after you first and we'll talk about the filming later.'</i>  OR  <i>'We are doing some filming for Ambulance Victoria, we are not live so no need to worry. You are our priority so let's take care of you first and we will talk about the filming later.'</i>
2.	A Senior Team Manager (STM) should follow treating paramedics into the scene, ensure the patient is not compromised by the filming and answer any questions from bystanders or patients.
3.	An STM should ensure filming is ceased if: a) A patient requests or is not open to filming. b) A patient shows signs of agitation or stress related to the presence of cameras at any stage of treatment. c) Families or bystanders become agitated or aggressive related to the presence of cameras.
4.	WTFN staff who accompany paramedics are required to cease filming, vacate a location, or leave the scene of an emergency immediately, if directed by an STM to do so or if there is any risk to the safety of WTFN staff.
5.	WTFN staff access to AV vehicles and aircraft is at the sole discretion of the STM.



Step	Action
6.	Once the STM is satisfied the patient and treating paramedics are safe and comfortable, they may then recommend to WTFN staff on how best to interact with the patient and/or family members. Note that this clause does not apply to the camera operator who may begin filming from the time that the ambulance arrives (but must cease filming and not use any relevant footage if requested to do so).
7.	Where appropriate, at times the Follow Car support paramedic may leave the Follow Car and enter the scene to attend the treating crew while WTFN staff remain in the vehicle.

## 7. Broadcast consent

WTFN is not permitted to broadcast any recording which identifies a patient unless the written consent of the patient has been obtained.

Paramedics are always bound by the Patient Care Commitment and advocate for the patient and families when seeking consent.

AV staff will use all reasonable endeavours to obtain consent of a patient who appears in any recording in the course of filming or during a patient's recovery, and only where patient consent is appropriate.

Broadcast consent principles will apply as follows:

Step	Action
1.	<p>When seeking broadcast consent at the scene of the incident, the following issues must be considered:</p> <ul style="list-style-type: none"> <li>a) Patients cannot provide consent if they are substance affected, mentally unwell or require carer, guardian or Power of Attorney consent unless otherwise agreed by the AV Representative and WTFN Representative taking into account all the particular circumstances of each Patient and each case. Capacity of a patient will be determined by the clinical judgement of a paramedic.</li> <li>b) Treating paramedics should not deal with consent issues - unless it is otherwise agreed by AV and WTFN for the treating paramedic to subsequently approach a Patient after the incident - and are always solely focused on treating the patient.</li> </ul> <p>The parties acknowledge that while these principles apply at all times, each case must be assessed on its particular circumstances and agree to consult with each other as appropriate.</p>
2.	<p>If the consent is not obtained on scene and WTFN wishes to obtain consent, WTFN will advise the AV Representative (as notified to WTFN in accordance with the Production Agreement) within five (5) working days of the case date, or as soon as reasonably practical. WTFN agree to consult with AV prior to contacting the patient or a family member of a patient too unwell to provide consent at scene.</p> <p>In obtaining consent, AV will consider the following:</p> <ul style="list-style-type: none"> <li>a) Personal circumstance of the patient. <i>For example, a family member of a deceased; a patient gravely unwell; mental health issues.</i></li> <li>b) The principles of the AV Patient Care Commitment,</li> </ul> <p>and where deemed not appropriate, AV is not obliged to obtain the consent of the relevant patient or family.</p>



Step	Action
3.	AV will communicate consent progress with WTFN in a timely manner, reflective of production schedules, however it will be at the discretion of AV to manage the consent process appropriately in consultation with its paramedics and WTFN, and in reflection of AV's legal obligations and Patient Care Commitment.
4.	If a patient is unsure or would like time to consider the consent, they will be followed up at an appropriate time consistent with their request and the requirements of the production schedule (in consultation with the STM/Support Paramedic if there are ongoing health concerns).
5.	If the patient explicitly communicates that they do not want to be involved, AV and WTFN will not proceed any further and will not use any footage relevant to that patient.
6.	The AV Project Team will store all signed patient consents securely in digital form and/or hard copy at an AV location.
7.	The parties agree to maintain open communication and consultation regarding issues or concerns that may arise relating to patient consent (eg, mental health issues affecting capacity to consent, a patient who wishes to withdraw consent, patient is expressing doubt about consent).

## 8. De-identification of patients

Where consent is not obtained but WTFN wishes to feature the case in an episode, WTFN must de-identify the patient using the following principles:

Step	Action
1.	WTFN advises the AV Project Team of cases they wish to de-identify within five (5) working days of the date the filming has taken place or as soon as reasonably practical in accordance with Section 7, Step 2 above.
2.	WTFN should take all measures to de-identify a patient in consultation with the AV Representative. Measures to de-identify a patient may include, but are not limited to: <ul style="list-style-type: none"> <li>a) Voice treatment or disguise;</li> <li>b) Blurring of identifiable features and marks including tattoos;</li> <li>c) Blurring of rare clothing and brand names;</li> <li>d) Blurring of surrounding landmarks and scenery that could reasonably lead to patient identification, taking into account the circumstances of the case.</li> </ul>
3.	All de-identification shall be undertaken by WTFN in consultation with AV, in accordance with all applicable law. The parties understand and agree that matters regarding de-identification will need to be approached on a case-by-case basis in order to ensure that patients are dealt with reasonably and respectfully, taking into account the respective legal obligations of the parties and the principles of AV's Patient Care Commitment. Should content be used by WTFN that incorporates patients who have not been de-identified or consented, this will be escalated and signed off by AV's Executive Director, Strategic Communications & Engagement. The Parties agree on the principle that every effort will be made to obtain patient consent as a first preference.



## 9. WTFN patient interaction

Once written consent has been obtained, WTFN may interact directly with patients with the AV Patient Care Commitment at the forefront of interactions. This includes that patients be cared about as individuals and treated with dignity and respect and that all engagement is undertaken in a respectful, caring and empathetic way, respectful of the needs and circumstances of patients. This includes their physical and psychological needs. Should any patient concerns or complaints arise in relation to participation in the Series or in interacting with WTFN, WTFN agree to immediately notify the AV Project Team.

If a patient has provided consent to AV but wishes to withdraw consent during communication with WTFN, withdrawal requests (and any use of associated footage) must be discussed with the AV project team and any issues dealt with in accordance with the Production Agreement.

## 10. Broadcast consent from emergency services partners

Once patient consent has been obtained by AV it remains the responsibility of WTFN to correspond with emergency services organisations (ESOs) if required to secure broadcast consent from that ESO.

Any ESO consent shall be obtained in accordance with all applicable law.

## 11. Storage and destruction of content by WTFN

WTFN will meet all obligations under relevant legislation relating to the storage and destruction of confidential information including personal and health information.

If requested by a patient or a patient's family, WTFN must destroy all footage and recordings of the patient.

## 12. Breaches and misconduct

A breach of this procedure may result in disciplinary action against AV staff, in accordance with our Misconduct Policy (POL/PAC/047) and Professional Conduct Policy (POL/PAC/002). This includes disciplinary action up to and including, termination of employment with AV.

A breach of this procedure by WTFN staff will be managed by the parties via standard contract management practices and in accordance with the terms of the Production Agreement. Persistent or deliberate breaches may result in termination of the Production Agreement.

## 13. Definitions

Term	Acronym	Definition
<b>AV Project Team</b>		A Senior Team Manager, Project Producer and/or Senior Communications Advisor tasked with managing the consent process.
<b>AV Representative</b>		As defined in the Production Agreement
<b>Follow Car</b>		Senior Team Manager and Support paramedic in the on-road vehicle that follows the responding paramedics, also containing a WTFN producing crew.



Term	Acronym	Definition
<b>Senior Team Manager</b>	STM	Senior Team Manager assigned to the Follow Car.
<b>Support paramedic</b>		Ambulance Paramedic assigned to the Follow Car to support the Senior Team Manager.
<b>Treating paramedics</b>		Responding paramedics that are subject of filming.



## Appendix A: Typical crew configurations

Crew	Occupants
<b>HEMS Crew</b>	AV Senior Team Manager WTFN Camera Operator
<b>ALS, MICA Crew</b>	<b>Responding vehicle:</b> <ul style="list-style-type: none"><li>• 2 x responding paramedics</li><li>• Camera Operator</li></ul> <b>Follow Car:</b> <ul style="list-style-type: none"><li>• AV Senior Team Manager</li><li>• Support Paramedic</li><li>• WTFN In-Field Producer</li><li>• WTFN Equipment Manager</li></ul>
<b>MICA SRU</b>	<b>Responding vehicle:</b> <ul style="list-style-type: none"><li>• 1 x MICA Paramedic</li><li>• Camera Operator</li></ul> <b>Follow Car:</b> <ul style="list-style-type: none"><li>• AV Senior Team Manager</li><li>• Support Paramedic</li><li>• WTFN In-Field Producer</li><li>• WTFN Equipment Manager</li></ul>



<b>Document name</b>	<b>PARAMEDIC TELEVISION SERIES CONSENT PROCEDURE</b>		
<b>Applies to</b>	<input checked="" type="checkbox"/> Operational <input type="checkbox"/> Patient Transport <input type="checkbox"/> ACOs <input checked="" type="checkbox"/> Management <input type="checkbox"/> ARV <input type="checkbox"/> CERTs <input type="checkbox"/> Administrative <input type="checkbox"/> Auxiliaries <input type="checkbox"/> Co-responders		
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<b>Division</b>	Strategic Communications and Engagement		
<b>Responsible Executive</b>	Executive Director, Strategic Communications and Engagement		
<b>Responsible Manager</b>	General Manager, Strategic Communications and Engagement		
<b>Persons to be notified of changes post-approval</b>	<ul style="list-style-type: none"> <li>Paramedics involved in the television series</li> <li>WTFN staff involved in the television series</li> </ul>		
<b>Review date</b>	By <b>04 August 2023</b> or in accordance with applicable legislative or regulatory changes.		
<b>Relevant National Safety and Quality Health Service Standards</b>	<b>To be completed by the National Standards Accreditation Lead:</b> <input checked="" type="checkbox"/> 1. Clinical governance <input type="checkbox"/> 5. Comprehensive care <input checked="" type="checkbox"/> 2. Partnering with consumers <input type="checkbox"/> 6. Communicating for safety <input type="checkbox"/> 3. Healthcare-associated infection <input type="checkbox"/> 7. Blood management <input type="checkbox"/> 4. Medication safety <input type="checkbox"/> 8. Recognising and responding to acute deterioration		
<b>Material legislation</b>	The following legislation and/or regulations are material to this document: <ul style="list-style-type: none"> <li>Privacy Data and Protection Act 2014</li> <li>Health Records Act 2001</li> </ul>		
<b>Material associated documents</b>	The following documents are material to this procedure: <ul style="list-style-type: none"> <li><b>Parent policy:</b> Privacy (POL/FCS/078)</li> <li>Best Care Framework</li> <li>Professional Conduct (POL/PAC/002)</li> </ul>		

## Version control and change history

Version	Date approved	Date superseded	Amendment
1.0	22 December 2020	04 August 2022	Original version
2.0	04 August 2022	Current	Amendments made to the original version

