

Running a busy clinic front desk means juggling multiple tasks while maintaining patient privacy and security. When an incident happens—like a disagreement, theft suspicion, or equipment damage—the front desk team often needs to review CCTV footage quickly and accurately. Without a clear, step-by-step procedure, this can become a privacy risk or cause unnecessary stress.

This post provides a practical, privacy-conscious incident workflow checklist tailored for front desk staff. It integrates essential tools like **Gallio PRO**—our on-premises video redaction software—and stresses **role-based CCTV user accounts** with named users (no shared passwords allowed). The goal? Efficient incident handling with data minimization, camera justification, and documented field-of-view reviews.

Why a Clear CCTV Incident Procedure Matters

Before we dig into the step-by-step process, let's clarify *why* strong CCTV procedures matter in a clinical setting:



- **Protect patient privacy:** Unnecessary footage review or retention increases data risk.
- **Stay compliant:** Healthcare environments are highly regulated regarding personal data.
- **Keep accountability:** Named CCTV users mean clear audit trails and reduced misuse.
- **Manage resources:** Avoid wasting time reviewing hours of footage "just in case."

With these goals in mind, the following procedure prioritizes *purpose-first camera justification* and *data minimization*. It also addresses *camera placement* to avoid over-collection of sensitive data like monitor screens or paperwork.

Clinic CCTV Incident Workflow Checklist

This checklist summarizes the steps front desk staff should follow when managing an incident that requires reviewing CCTV footage.

1. Identify the Incident & Notify Manager

Staff should immediately note what incident triggered the review request (e.g., patient dispute, missing item, equipment malfunction). Notify the clinic manager or privacy officer to get approval before accessing footage.

2. Access CCTV System Using Named User Account

Always log in with your assigned, role-based account. Shared passwords for CCTV systems are prohibited to ensure accountability.

3. Locate Relevant Camera(s) Using Field-of-View Documentation



Refer to the documented map of camera angles (example: Camera 2 - “cash drawer angle”). Confirm cameras are justified for the incident’s purpose and will minimize unnecessary capture of private info.

4. Limit Review to Needed Portion

Review only the video segment relevant to the incident. Avoid scanning unrelated footage that could expose sensitive information.

5. Extract and Redact Footage Using Gallio PRO

If footage is needed for further review or external sharing, use Gallio PRO to anonymize or blur all faces, badges, and documents unless explicitly consented/required. Save only the redacted clip with a clear retention and deletion date.

6. Document Incident and Footage Access

Write a brief, plain language note about the incident, camera reviewed, time segment viewed, and any footage extracted/redacted. Submit this to the clinic manager or designated privacy custodian.

7. Secure Footage and Log Out

Ensure extracted footage is stored securely with proper access controls. Fully log out of CCTV software before returning to other duties.

Essential CCTV Best Practices for Front Desk Areas

1. Camera Placement to Avoid Over-Collection

Camera angles must be purposeful and respect privacy by avoiding sensitive data capture such as:

- Monitors displaying patient info
- Paperwork on desks
- Name badges or employee personal items unless essential for security

For example, place cameras to cover public-facing areas or entry points without capturing paperwork on the reception counter. This reduces the risk of excessive data collection and complicated redaction needs.

2. Purpose-First Camera Justification

Every camera must have a documented reason for placement linked to a security or operational need, like:

- Monitoring cash transactions (e.g., "cash drawer angle")
- Responding to workplace safety incidents
- Tracking equipment handling in shared spaces

Review camera placement regularly with clinic leadership to ensure relevance and update as workflows change.

3. Keep Field-of-View Reviews & Documentation Current

Maintain an up-to-date camera map that describes each unit's angle, coverage, and justification. Before reviewing footage for incidents, consult this documentation to quickly determine which sources to examine, thereby reducing wasted time and data exposure.

Gallio PRO: Enabling Privacy-Friendly Video Review

Gallio PRO is an on-premises software tailored for environments handling sensitive videos. Key features relevant to clinics include:

- **Visual redaction:** Blur faces, badges, and documents manually or automatically before sharing footage externally.
- **Access controls:** Integrates with your role-based CCTV user accounts, ensuring only authorized users can export or view footage.
- **Retention policies:** Tag footage with deletion schedules right after extraction to avoid indefinite storage.

Using Gallio PRO as part of your incident workflow supports compliance and protects patient and staff privacy without securitysenses.com sacrificing evidentiary value.

Frequently Asked Questions

Question Answer Can multiple front desk staff share one CCTV login? No. Each user must have a named individual account to ensure accountability and a secure audit trail. Should we save footage "just in case" after incidents? Only save video segments directly related to the incident, and apply a clear deletion or review date as per clinic privacy policy. What if a camera captures paperwork on the desk? Adjust or relocate camera angle to avoid over-collection. Use Gallio PRO for redaction in historic footage if necessary. How long should incident notes about footage reviews be retained? Retain notes for a period consistent with your legal or organizational requirements—usually 1-3 years.

Conclusion

Implementing a clear, privacy-conscious CCTV incident procedure empowers front desk staff to handle security events efficiently and compliantly. By focusing on data minimization, purpose-first camera justification, thoughtful camera placement, and thorough documentation, your clinic safeguards patient trust and reduces privacy risks.

Equip your team with role-based access, use **Gallio PRO** for redaction, and follow the checklist rigorously. When everyone knows their role and limits, your clinic benefits from smoother incident investigations without compromising confidentiality.

Have questions or want a customizable incident workflow checklist template? Contact us—let's make front desk CCTV work for your busy clinic, not against it.