

Help us to help you

We welcome any comments from you regarding your visit to our department. Please talk to a member of our team.

If you have any further questions at the time of your appointment, please speak to the duty photographer who can assist you with any queries or concerns.

Alternatively you can contact the Department of Clinical Photography & Illustration Manager at Lister Hospital between 9am and 5pm Monday to Friday on 01438 284019 (direct line) regardless of which Hospital in the Trust your enquiry concerns.

If there is no one available to answer your call, please leave a message on our voicemail system and a member of our team will return your call.

You can also speak to the Trust Patient Advice & Liaison Service (PALS) on 01438 284678.

You can request this information in a different format or another language.

www.enherts-tr.nhs.uk



Date of publication: February 2013
Author: Department of Clinical Photography & Illustration
Version: 4.0
Review Date: February 2015
Department of Clinical Photography & Illustration
© East and North Hertfordshire NHS Trust

Department of Clinical Photography & Illustration

Information for patients



Lister Hospital
Level 3
Coreys Mill Lane
Stevenage
SG1 4AB
Monday to Friday
9am - 5pm

QEII Hospital
Out-patients
Howlands
Welwyn Garden City
AL7 4HQ
Wednesday
9am - 12pm*

***By appointment only**

Hertford County Hospital
First Floor
North Road
Hertford
SG14 1LP
Wednesday and Friday
2pm - 5pm*

***By appointment only**

For all enquiries please telephone 01438 284019

The Department of Clinical Photography & Illustration

The department provides a specialised photographic and visual communication service to the patients and staff of the East & North Hertfordshire NHS Trust, covering the Lister Hospital, the Queen Elizabeth II Hospital, Hertford County Hospital and Mount Vernon Cancer Centre.

Our main site is the Lister Hospital, where we offer a continuous, no appointment necessary service for clinical photography from 9am to 5pm, Monday to Friday.

Our department is located on the ground floor (Level 3), on the Outpatient corridor. Follow the signs for Clinic J, go through the clinic then turn left and carry on. We are located between Clinic J and the Renal department, signposted 'Clinical Photography'. **When you arrive at the waiting area, please ring the bell on the wall.**

All photographers are qualified Registered Medical Image Practitioners (RMIP) with enhanced CRB checks. They are supported by a clerical officer.

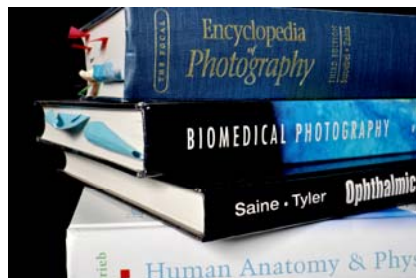
Wherever possible, in order to obtain the best record, clinical photography will be undertaken in our purpose designed studio. However, if you are unable to attend the studio, we can arrange for a clinical photographer to visit you on the ward or clinic.

What are clinical photographs and why are they taken?

Standardised views are taken of clinical conditions in line with guidelines from our professional body, the Institute of Medical Illustrators.

This allows us to accurately record patient conditions which can be clearly compared over long periods of time and also between patients.

Clinical photographs are used to aid diagnosis, accurately record progress of conditions and their responses to treatment, for research and for teaching of other healthcare professionals.



Why do I need to consent?

Your consultant will ask you to sign a 'Request for Photography' form which you will bring with you to the department.

There are three increasing levels of consent; for medical records, teaching in healthcare and publication. You will be asked to provide a signature for the first two levels.

Please note declining consent for teaching in healthcare or publication will not affect your treatment in any way.

How long will the photography take?

Wherever possible, you will be seen by one of our clinical photographers within fifteen minutes of your arrival.

Most routine appointments last no longer than fifteen minutes.

Occasionally delays out of our control may arise e.g. a call to attend a major trauma, but we will always keep you informed.

Will I need to undress?

In order to obtain clear and accurate clinical photographs, you may be asked to remove items of clothing or jewellery.

In line with departmental policy, a chaperone will always be

provided for photography of female patients by a male photographer where the patient is asked to undress. The chaperone provided will be a suitable female Trust employee.

What happens to my photographs?

Your photographs are stored on a password protected department server which can only be accessed by authorised users.

Your consultant may refer back to them at future appointments.

If you sign consent for teaching in healthcare, the photographs may be used within the East & North Hertfordshire NHS Trust as a teaching aid for nursing staff etc.

Can I ask to see my photographs?

Yes, if you wish to see your photographs, please speak to your consultant at the time of your next appointment.

The department can supply copies of your photographs for a small charge. Please speak to a member of our team who can arrange this for you.