

In busy clinics, ensuring that security cameras capture the right information — and nothing more — is both a privacy imperative and an operational necessity. But when we adjust a camera's field of view, such as "Camera 2," it's not enough to just physically move the device and call it a day. We need to create a clear, straightforward record of what changed, why it changed, and how this aligns with our clinic's privacy practices.

This post will walk through writing a plain language note after adjusting a camera, focusing on key principles like data minimization, purpose-first camera justification, and proper documentation of field-of-view changes. We'll also reference tools like Gallio PRO for on-premises redaction and explain why role-based CCTV user accounts (named users, no shared passwords!) are essential for audit trail basics.

Why Writing Plain Language Notes After Adjusting Cameras Matters

Clinic staff are busy, and technical jargon or overly formal reports often get overlooked or forgotten. A plain language note:

- Helps front desk and security staff quickly understand the change
- Ensures a clear record exists that can be audited or reviewed later
- Supports compliance with privacy standards and reduces over-collection of sensitive data
- Allows quick verification that the camera's new position serves its intended purpose

Before we dive into how to write these notes, the first question to ask is always:

"What incident or workflow problem are we trying to solve by adjusting this camera?"

Never move a camera and create a note without a clear purpose-first justification.





Key Concepts to Keep in Mind

Data Minimization for Clinic CCTV

Data minimization means capturing only what's necessary and nothing more <https://securitysenses.com/posts/cctv-medical-practices-and-clinics-practical-privacy-guide-front-desk-and-administrative> — avoiding unnecessary footage of patients' faces, monitors, or paperwork. Cameras pointed directly at front desk monitors, for example, often collect Sensitive Personal Health Information (PHI) unintentionally.

Purpose-First Camera Justification

Before adjusting "Camera 2" or any device, the question should be: *What is the problem or risk being addressed? For example, is it theft, patient flow oversight, or ensuring safe distancing?* This approach helps avoid "camera creep" and excessive surveillance.

Camera Placement to Avoid Over-Collection

Adjust the field of view so it only captures public or common areas, excluding sensitive screens or documents. A simple tilt downward to the cash drawer, labeled "cash drawer angle," might solve many security issues without filming patient badges or paperwork.

Field-of-View Reviews and Documentation

Every camera move should be followed by a documented review of the new field of view. This note needs to summarize where the camera points now and confirm no new privacy issues exist.

Step-by-Step Guide: Writing a Plain Language Camera Adjustment Note

1. Identify the Incident or Reason:

Start your note by briefly stating the incident or workflow problem that led to the adjustment. For example, "Camera 2 was adjusted to reduce view of patient check-in paperwork after a privacy concern on 3/15."

2. Describe the Adjustment:

Use familiar terms like staff would say on the floor: "Camera 2 was tilted downward 15 degrees to focus on the cash drawer angle." Be concrete about what moved and how.

3. Document the New Field of View:

Summarize what the camera captures now, referencing visible areas and confirming important exclusions. For example, "The new view includes the transaction counter and cash drawer but excludes all patient paperwork and monitor screens."

4. Confirm Purpose-Alignment:

Reiterate how this adjustment matches the intended security purpose. Example: "This repositioning supports theft prevention at the front desk without collecting unnecessary personal data."

5. Include Audit Trail Information:

Note who made the change, exact time and date, and confirm use of role-based CCTV accounts (no shared passwords) to keep accountability clear:

- "Adjustment performed by Jane Doe (CCTV Admin) on 2024-05-20 at 14:35 using individual access credentials."
- "Footage retention settings remain at 30 days per clinic policy."

6. Note Any Use of Redaction Tools:

If relevant, mention use of **Gallio PRO** for visual redaction or anonymization in stored footage to further enhance privacy protections:

"Recorded footage containing the new camera view will be processed through Gallio PRO for on-premises visual redaction of any visible patient badges."

Example: Camera 2 Adjusted Note

Here's a real-world style plain language note that follows the steps above:

2024-05-20 14:35 - Camera 2 Adjusted Note Adjusted by: Jane Doe (CCTV Admin) using individual user account
Incident: Patient privacy concerns raised about camera 2 capturing check-in paperwork on 2024-05-15
Adjustment details: Tilted Camera 2 downward approx. 15 degrees to focus on the cash drawer angle, avoiding paperwork and monitors. New field of view: Includes transaction counter and cash drawer only. Excludes patient badges, paperwork, and front desk monitors. Purpose alignment: Adjustment aimed at reducing over-collection of personal data while maintaining theft deterrence. Redaction: Footage will be anonymized using Gallio PRO before storage. Retention: Footage retained 30 days per clinic policy.

Audit Trail Basics: Never Share Passwords

Maintaining an audit trail is not just about writing notes. It's also about securing access to footage and camera controls with **role-based CCTV user accounts**. Shared passwords mean nobody knows who made changes — that's a privacy and security risk. Named accounts give accountability and strengthen your clinic's compliance stance.

Summary: Best Practices for Camera Adjustment Notes

Best Practice Description Start with the Incident or Need Explain why the camera needed adjustment before moving it. Use Plain Language Write notes as if explaining to front desk staff who are busy and need clear info. Detail the Field of View Describe what the camera now points at, confirming privacy-sensitive areas are avoided. Link Back to Purpose Show how adjustment supports clinic safety or workflow without over-collection. Specify Who, When, and How Include the name, role, date/time, and mention role-based user accounts (no shared passwords). Mention Redaction Tools Where applicable, state if footage is anonymized or redacted using tools like Gallio PRO.

Closing Thoughts

Adjusting clinic CCTV cameras is about balance: securing the environment while protecting patient privacy. Simple, clear, plain language notes about camera moves—like “Camera 2 adjusted note” or “document field of view change”—form the backbone of a solid audit trail. Combined with good practices like data minimization, role-based user accounts, and tools like Gallio PRO for redaction, your clinic can uphold privacy standards without sacrificing operational security.

Next time you adjust a camera, remember: always ask *“What incident are we trying to solve?”* Then write your note in straightforward language that staff will read, understand, and trust.