

Title	<b>DISA – PHONE RECORDING AT TC AND REMOTE SITES</b>			Number	<b>T08</b>
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Author:	Technology Department			Version:	4.0
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## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
05.09.22	Reviewed, no changes	AS
28.09.23	Reviewed, no changes	KK
13.10.23	Introduction added removal of CRS, PCC	SBr/JC/KK

## Introduction

This procedure outlines the use of the DISA (Direct Inward System Access) facility. DISA is a telephone recording system that can be used for outbound calls from Badger staff to patients or external agencies from any of our centres or while home working, excluding Glover Street or Aston Bourne Road (ABR). Calls from Glover Street or ABR are automatically recorded by Badger's internal phone system.

DISA ensures secure call recordings for patient and external agency conversations, promoting data protection and information security. It is important to consider that call recordings may be requested at a later date for medico-legal purposes, highlighting the importance of accurate documentation.

## Instructions for using DISA

1. DISA routes all calls through Badger phone system
2. All calls are recorded
3. Can be used from any telephone, mobile or landline
4. 0800 number used therefore no cost unless the network charges for 0800 numbers

<b>TC \ Other</b>	<b>HOW TO USE</b>
Glover Street, Aston Bourne Road	Phones are connected to Badger's phone system, so all calls are automatically recorded
All other Badger UTC, Mobile phones or other	<ol style="list-style-type: none"> <li>1. Dial <b>9</b> then <b>0800 073 6789</b></li> <li>2. Wait for dial tone, then enter pin number <b>2****7</b> followed by <b>#</b></li> <li>3. Wait for dial tone</li> <li>4. Dial <b>9</b> then patient's number</li> </ol>

## Security

**TREAT THE PIN NUMBER CONFIDENTIALLY**

PIN Code can be found on Aadastra | Web Comms | Clinician Information | DISA Code