

NORTHCARE NETWORK

POLICY TITLE: Meeting Recording & Transcription Policy	CATEGORY: Information Management	
EFFECTIVE DATE: 10/1/26	BOARD APPROVAL DATE: 9/16/26	
REVIEW DATE: N/A New Policy	REVISION(S) TO POLICY STATEMENT: ☐ Yes ☐ No	OTHER REVISION(S): ☐ Yes ☐ No
RESPONSIBLE PARTY: Chief Information Officer	CEO APPROVAL DATE: 8/4/26 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Personnel

POLICY

NorthCare Network allows audio-visual recording of teleconference meetings in those cases where recording is deemed necessary for training purposes.

NorthCare Network allows and encourages automated transcription of committee and workgroup meetings to aid in the complete capture and documentation of discussions, decisions, and action items from these meetings.

Recording and transcription must be conducted in accordance with standard operating procedure.

PURPOSE

This policy is intended to govern the use of recording functions in teleconferencing applications used by NorthCare Network.

DEFINITIONS

1. **Audio-visual recording:** Recording of a meeting, including audio, video, and direct transcript information, either using analog or digital means.
2. **Automated transcription services:** Services that record meetings in a transcribed text format only. These services may also provide summaries and highlights generated by artificial intelligence tools.
3. **Teleconferencing applications:** Applications used to facilitate meetings between staff at different physical locations (i.e. Microsoft Teams)

REFERENCES

- NorthCare Network Record Retention & Disposal Schedule Policy
- NorthCare Network Artificial Intelligence Policy
- MCL 330.1724 - Fingerprints, photographs, audio recording, or use of 1-way glass.

HISTORY

NEW POLICY: 10/1/26

REVISION DATE: N/A

REVIEW DATE: N/A

CEO APPROVAL DATE: 8/4/26

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PROCEDURES

1. Audio-visual recordings of meetings conducted by staff involving NorthCare Network business may be produced provided the following conditions are met:
 - a. The meeting or the part of the meeting to be recorded constitutes a bona fide training or information sharing opportunity (i.e. a webinar) and the recording will be used as a training tool for agency or regional staff.
 - b. The meeting session is recorded by the host or their designee.
 - c. The meeting is recorded only through the teleconferencing application approved by the Chief Information Officer and/or designee.
 - i. If it is deemed necessary to record a meeting by means other than the teleconferencing application used to host the meeting, these means must be approved in advance by the Chief Information Officer and/or designee.
 - d. At the beginning of the meeting, before recording can begin, the meeting host should provide verbal notice that the meeting will be recorded.
 - e. Recording notifications on the teleconferencing application shall not be disabled for any reason.
2. Automated transcription of committee and workgroup meetings is allowed provided the following conditions are met:
 - a. Staff will use only transcription services approved by the Chief Information Officer and/or designee.
 - b. All transcriptions must be reviewed by the meeting facilitator before finalizing to ensure accuracy and completeness in accordance with the Artificial Intelligence Policy and other applicable policies and procedures.
 - c. Staff should exercise caution to minimize any protected health information captured in transcripts.
 - d. At the beginning of the meeting, before transcription can begin, the meeting host should provide verbal notice that the meeting will be transcribed.
 - e. Transcription notifications on the teleconferencing application shall not be disabled for any reason.
3. Recordings of meetings, transcripts and related information must be securely handled in compliance with NorthCare Network security and privacy policies. All media remains subject to retention and disposal in compliance with the Record Retention and Disposal Schedule Policy.
4. Consumers shall not be recorded without prior written consent in accordance with MCL 330.1724.