

**com**<sup>TM</sup>  
**sur**

the missing piece of CCTV

# THE FOOTAGE WHISPERER

# "SEE WHAT THE CAMERA SAW"

GET THE BOOK



100+ TOPICS - AIRPORTS TO ZOOS

GAUTAM D. GORADIA



UTILITY VALUE OF  
COM-SUR™ FOR  
DOCTOR CLINICS AND  
DIAGNOSTIC CENTERS

WELCOME



AUDIT HOURS OF FOOTAGE IN MINUTES  
FIND OUT HOW COM-SUR, THE BEST  
'MOUSETRAP' WILL HELP

["Seeing is believing - See what the camera saw"](#)

CCTV surveillance is common in doctor clinics and diagnostic centers world over, but footage is often only reviewed reactively. Our company realized this problem early-on and has developed the world's only CCTV video footage auditing software that encourages daily auditing (hours in minutes) of CCTV footage, filling the gap for a complete "workflow". The software works with existing cameras and VMS, regardless of type/brand, and provides a standardized approach for intelligent incident reporting. Our software also offers exceptional investigative capabilities.

'COM-SUR' – THE WORLD'S ONLY CCTV VIDEO  
FOOTAGE AUDITING, SMART BACKUP, AND  
STANDARDIZED INTELLIGENT INCIDENT  
REPORTING SOFTWARE – THE MISSING PIECE  
OF CCTV

COM-SUR is the world's only CCTV video footage auditing, smart backup, and standardized intelligent incident reporting software that serves as a complete workflow and force multiplier. It helps audit 24 hours of footage in minutes, reduces data size, creates standardized intelligent reports, and delivers business intelligence. COM-SUR helps unlock hidden information in CCTV footage and enables people to gain actionable intelligence, improve homeland security, prevent crime and losses, identify and mitigate threats and hazards, and improve operational efficiency. It empowers people to gain new jobs as CCTV video footage auditors and start new businesses of auditing video footage. Like MS Office, COM-SUR is an enabler that makes it easy to work with CCTV cameras in a standardized way, leading to better decision-making. It also offers exceptional investigative capabilities.

HOW COM-SUR SMARTLY REDUCES 'VIDEO'  
STORAGE SIZE

COM-SUR employs an innovative approach to smartly reduce the amount of video to be

audited and consequently the storage size of videos. Regardless of the video's frame rate, COM-SUR captures a single screenshot of the consolidated 'moment' of 'that' one second, when the I, P, and B frames come together. This method significantly reduces data size without sacrificing vital information. It goes without saying that when multiple cameras are displayed in a grid view, say 4x4, the storage size is further reduced since all the cameras are captured as a single image. Since no suggestion is being made to replace the actual video with screenshots, COM-SUR acts as a wonderful supportive technology both to audit (review) just 86400 frames representing 24 hours and reducing the data size at the same time.

#### CHALLENGES FACED BY DOCTOR CLINICS AND DIAGNOSTIC CENTERS

##### 1. Unauthorized Access:

Doctor clinics and diagnostic centers need to secure their premises to prevent unauthorized individuals from entering restricted areas. This includes controlling access to patient examination rooms, medication storage areas, laboratories, equipment rooms, and other sensitive locations.

##### 2. Patient and staff safety:

Ensuring the safety of patients and staff is paramount. This involves mitigating risks related to verbal or physical assaults, disruptive behavior, or potential violence from patients or visitors.

##### 3. Theft and property damage:

Doctor clinics and diagnostic centers may be at risk of theft, including theft of medical supplies, diagnostic devices/other medical equipment,

or personal belongings of patients and staff. Vandalism or property damage is also a concern that can impact the clinic or diagnostic center's operations and reputation.

##### 4. Prescription drug abuse:

Doctor clinics may be targeted by individuals seeking to obtain prescription drugs illegally. Proper monitoring, inventory control, and secure storage of medications are essential to prevent drug diversion and abuse.

##### 5. Emergency situations:

Doctor clinics and diagnostic centers should be prepared to handle emergencies such as medical emergencies, fires, natural disasters, or other critical incidents. This involves having emergency response plans, evacuation procedures, and appropriate safety equipment in place.

##### 6. Compliance issues:

Doctor clinics and diagnostic centers need to comply with relevant healthcare regulations and standards, including those related to privacy, safety, and security. Non-compliance can lead to legal and reputational consequences.

##### 7. Insider threats:

Doctor clinics and diagnostic centers have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

##### 8. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to



the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

### COVID-19 PANDEMIC

The pandemic severely impacted doctor clinics and diagnostic centers worldwide. Many doctor clinics and diagnostic centers had to adjust their operations to comply with COVID-19 safety guidelines, such as social distancing measures, reducing the number of in-person appointments, and prioritizing telehealth services. Further, doctor clinics and diagnostic centers faced staffing challenges as some staff members were unable to work due to illness, quarantine, or caring for family members. Additionally, there was an increased demand for healthcare professionals in other areas, such as hospitals, leading to potential staffing shortages. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

### USE OF VIDEO SURVEILLANCE AT DOCTOR CLINICS AND DIAGNOSTIC CENTERS

Most doctor clinics and diagnostic centers have video surveillance covering the following areas:

- Entry and exit points
- Reception and waiting areas
- Examination rooms (only in some cases with patient consent)

- Storage areas for drugs and other medical supplies
- Hallways and corridors
- Pharmacy (applicable for doctor clinics)
- Specimen collection areas and laboratories (applicable for diagnostic centers)
- Parking areas

Further, the concerned stakeholders at doctor clinics and diagnostic centers generally need to review and analyse recorded CCTV video footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence as well as assist police/law enforcement agencies.

### LIVE MONITORING – CHALLENGES

Some doctor clinics and diagnostic centers have a dedicated control room with operators, set up for live monitoring of CCTV cameras. However, live monitoring comes with its own set of challenges of video blindness, poor attention span, boredom, operator bias, false alerts, and so on.

Moreover, these cameras continuously capture and record humungous amounts of video data. It therefore becomes a daunting task for the operators to review and analyse this data whenever the need arises. Thus, it may be noted that benefits from video surveillance systems can accrue only when they are used optimally, suggestions for which are enumerated further on, in this document.

## COMPLIANCE - GENERAL

Conformity or compliance in any organization means adherence to laws and/or rules and regulations, various standards, as well as data storage and security requirements as laid down by government bodies, governing bodies of the respective industry, or the management of the organization. When an organization complies with the requirements mandated by government and/or governing bodies, then it is termed as 'regulatory compliance' which enables the organization to run in a legal and safe manner.

## COMPLIANCE - AUDITS

Several organizations carry out compliance audits on a regular basis to avoid the potential consequences of non-compliance. A compliance audit examines how well an organization adheres to compliance requirements. Some organizations use video surveillance to monitor compliance issues and audit recorded CCTV video footage from time to time for investigating and preventing compliance issues. Auditing CCTV provides actionable insights on the level of compliance within the organization.

## AUTOMATED SOFTWARE – WHY THEY WILL NOT WORK IN ISOLATION

In the wake of the Christchurch shooting incident, several high-profile places of worship considered deploying gun detection technology. However, there are concerns about its efficacy, since it may not be able to detect all types of weapons, or the perpetrator could still create damage before being detected. Similarly, automated systems like video analytics, AI/ML can only detect what

they have been programmed for. What about the rest? Again, these technologies are prone to triggering huge amounts of false alarms. Also, since the permutation combinations of exceptions can be vast and varied, it becomes almost impossible to automate every kind of exception. Facial recognition technology also raises ethical and privacy concerns, and has been found to produce inaccurate results, especially for certain ethnic groups. Therefore, experts suggest that while automated technologies will continue to grow, human intervention and intelligence will still be necessary to verify alerts and ensure their efficacy.

## “CCTV IS NOT ENOUGH – WE MAKE IT WORK FOR YOU”

While it is not being suggested that optimal usage of video surveillance can cure all issues, several issues of the following kind can be addressed by doing just a little 'more' with respect to making the optimal use of video surveillance systems:

- Patient safety and security issues
- Unauthorized/unlawful activities/visitors
- Tampering of diagnostic devices/other medical equipment
- Violence and vandalism
- Unruly staff/patients/customers/outside workers /security guards
- Health and safety issues
- Compliance issues

- Customer service issues
- Recces/suspicious movements/activities
- Insider job/security lapses
- Accidents/Causes of potential accidents
- Loss/theft
- Intrusions, especially by animals
- Inattentive staff (e.g. guard sleeping)
- Unclaimed/unattended objects
- Issues with female staff or patients/customers
- Cameras/recorder malfunctions

So, what is the 'more' that needs to be done?

### 1) AUDIT CCTV VIDEO FOOTAGE DAILY AS A STANDARD OPERATING PROCEDURE

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV footage should be done daily (continuous investigation) to identify potential issues and threats. Auditing is a dedicated and systematic process that helps address challenges related to live monitoring and alert-based systems. Auditing helps in evaluating analyzing incidents to improve existing policies, procedures, and processes. Concerned personnel should be trained to become CCTV video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

### 2) DOCUMENT AUDIT FINDINGS/INCIDENTS

Audit findings/incidents should be documented in a standardized template to find the root cause to prevent future recurrences. Historical data of such findings/incidents can reveal patterns that can help take better informed corrective and preventive action. If all doctor clinics and diagnostic centers report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all doctor clinics and diagnostic centers.

### 3) ENSURE DISASTER RECOVERY OF CCTV VIDEO FOOTAGE – LIKE A 'BLACKBOX'.

CCTV video footage must be stored at multiple locations in order to ensure that even if the recorder is stolen, destroyed or tampered with the data is never lost. Further, any backed-up data must easily be searchable and retrievable; else, it is going to be a nightmare finding the relevant video.

### 4) DISPLAY DYNAMIC INFORMATION AT RELEVANT PLACES

Document and display details of information that is dynamic in nature in relevant areas. For example:

1. List of authorized staff.
2. List of authorized security personnel deployed at the doctor clinic or diagnostic center.
3. List of potential suspects/miscreants likely to visit the premises of the doctor clinic or diagnostic center (a 'Watch out' list).

5) USE A POWERFUL NEW SIGNAGE

**"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".**

One size, one color, one powerful message.  
Across the nation.

DE-CENTRALIZED SURVEILLANCE +  
CENTRALIZED SURVEILLANCE = OPTIMAL  
RESULTS

Organizations with multiple locations struggle with centralized video surveillance due to infrastructure cost, internet bandwidth, and operator limitations. De-centralized surveillance offers higher accountability at each location and better situational awareness, leading to more chances of discovering exceptions.

CONCLUSION

"You see, but you do not observe" is a quote by Sherlock Holmes in A Scandal in Bohemia (1891, written by Sir Arthur Conan Doyle). COM-SUR makes 'observation' far effortless and effectual leading to superior results.

"Cameras don't lie" - but how will you know unless you 'see' what the cameras 'saw'?  
Audit CCTV - why suffer!

Get award-winning COM-SUR now.  
Don't wait for things to go wrong!

**Finally, allow us to present three important mantras that change the landscape of video surveillance:**

**1. Auditing is fundamental – everything else is peripheral.**

**2. Cameras have lenses – humans have eyes.**

**3. Let's make cameras 'accountable'.**