

Methodist Health Services Corporation & UnityPoint Health Methodist Proctor Laboratory 7000 Administration	Page # 1 of 4	Section: UPPIA LA: Personnel/HR	Policy #: 01.009 Formerly: A-09
	Approved by: see signature block at end of document		Date: 2/5/16
	Revised: 9/13/10, 3/15/15		
	Reviewed: 11/9/11, 8/20/13		
	Policy/Revision Submitted by: Rich Borge		
CAP Standard: NA			
POLICY GUIDELINE ON: Lab Media Policy Including Cell Phones			

I. POLICY:

To provide guidelines for the appropriate use of media (telephones, cell phones, radios, intercom, computers, television, fax machines and print media).

II. PURPOSE:

Guiding purpose is that media is intended for business use. Use of media for personal reasons is acceptable, as defined below, as long as it does not interfere with patient care, performance of job duties and that is minimally used.

III. POLICY SCOPE:

This policy applies to all Laboratory staff at both Peoria Campuses.

IV. GENERAL INFORMATION:

Excessive personal calls or texting during the workday can interfere with employee productivity, contribute to errors and be distracting to others. Violation of this policy could result in corrective action.

V. PROCEDURE:

A. Telephone

1. Use of Telephone:

- a. Telephones are not to be used by patients or visitors.
- b. Telephone use by associates for personal calls are to be limited in number and restricted to 3 minutes or less.
- c. Incoming calls are discouraged except in case of an emergency.

2. Telephone Operations:

- a. Telephones calls are to be answered by the 3rd ring (Customer Service has a specific policy)
- b. Associates are expected to be courteous at all times when using the phone system. Remember to use “Thrive” skills.
- c. It is recommended that calls be answered as follows:
 - (1) UnityPoint Health (campus name), this is (your name). How may I help you? Speak distinctly.
- d. It is recommended that calls be terminated as follows: “Thank you” or “Good-bye” Never just hang-up.

- e. Toll (long distance/cell phone/fax) calls for personal business are not to be made from the laboratory unless approved by Lab Management. Please note that the IRS considers these a taxable benefit if the associate does not reimburse the hospital.
- B. Cell Phones:
- 1. Use of Cell Phones:
 - a. Cell phones are only to be used in authorized areas of the hospital.
 - b. Cell phones may only be used in Lab Break Room and during break times and lunch times.
 - c. During the course of business, some employees are required to carry a cell phone in order to be contacted. These are phones are to be used for business purposes only.
 - d. Use of Facebook, Twitter, or other social media sites via phone or internet during paid work time is prohibited.
- C. Radios:
- 1. Radios are permissible in the work area with 2 conditions:
 - a. Volume is low and does not affect performance of job duties.
 - b. All associates in the area agree on station or type of music selected.
 - 2. Cell phones, MP3 players, or other personal music devices at the workbench or while performing patient care are prohibited, unless supervisory approval. MP3 with dock is acceptable accord to Radios #1.
- D. Computers:
- 1. E-Mail and Internet Usage:
 - a. UnityPoint Health Internet and E-mail system (Outlook) are to be used for appropriate business purposes only.
 - b. Media sites to check weather/road conditions or news headlines are acceptable.
 - c. Use of Google or other search engine should only be used to access job related information. These should not be used for accessing sites for personal use (shopping, travel arrangements, sports, etc.) MapQuest may be accessed.
 - d. Use of internet should not interfere with performance of job duties and should be limited to 3 minutes or less.
 - 2. Personal Lap Top Computers:

Personal lap top computers are not to be used in the Laboratory without supervisory approval. All necessary computer hardware/software necessary to perform job duties is available on the Lab computers.
- E. Print Media:
- 1. Print media in the work areas is limited to Lab related professional media (CAP, MLO, etc.) only.
 - 2. Non-Lab related print media is limited to Lab Break Rooms.
 - 3. e-Book readers (Nook, iPad, Kindle, etc) usage is limited to the Lab Break Room during scheduled break times.
- F. Fax:
- Use of the fax machine is limited to business purposes only unless approved by management.

VI. MAINTENANCE AND STORAGE

- A. All policies and procedures are reviewed every two years, (except for Safety procedures which are yearly) by Laboratory Administration and or the Medical Director of the Laboratory or designee. There are changes in practice standards, or requirements.
- B. All policies and procedures are reviewed every two years (except for Safety procedures which are yearly) by staff or at the time new or revised ones are put in effect.
- C. All policies are retained 8 years after being discontinued or revised.
- D. All procedures are retained 2 years after being discontinued or revised

REVISION HISTORY (began tracking 2015)			
Rev	Description of Change	Author	Effective Date
01	Combined policy from Methodist and Proctor campus	R. Borge	9/14/15

Reviewed by

Designee	Date	Laboratory Director	Date
		<i>Richard J. Borge</i>	10/5/15