



CELLULAR TELEPHONE, AIR CARD AND PDA PROCUREMENT AND USE			
Policy/ Procedure #	IT-02	Effective Date	February 2017
Category	Administrative	Last Review/Revision	December 2013
Sub-Category	Telecommunication	Standards Leader	Director IT Communications

1. PURPOSE:

To define a process on the assignment and use of cellular telephones, air cards and PDAs, reimbursement for business-related calls, and WellStar network telephone and personal cellular telephone use.

2. DEFINITION(S):

Mobile Computing Devices – Any device that requires a cellular communications account to operate. This includes but is not limited to laptops, air cards, portable computers, PDAs, handheld devices, web-enabled phones (smart phones), etc.

3. POLICY:

3.1. Non WellStar Issued Cellular Devices

WellStar will pay a cellular monthly allowance ('stipend') to an employee who has a legitimate business reason, as determined by Senior Leadership, for using a mobile computing device. In order to be eligible for a mobile computing device stipend, an employee must meet the following criteria:

1. Extensive modular device usage is consistently required to conduct WellStar business efficiently and effectively
2. Has on-call responsibilities which require an immediate response for patient care or other duties
3. Has significant responsibility for emergency or disaster preparedness and/or recovery
4. Other duties where the lack of a cellular telephone would adversely impact WellStar Health System

Qualified employees will receive a monthly stipend. The amount of the stipend will be determined by Senior Leadership.

The cellular phone equipment and monthly service charges are the sole responsibility of the eligible employee.

The stipend will be added to the employee's regular pay and will be included in their taxable income and reported on their annual W-2 Tax Form.

Employees who receive the monthly stipend must maintain a cellular telephone for business purposes.

Employees that receive a monthly stipend must share their cell phone number in the WellStar directory, must respond to text messages during work hours and while on call, and must connect their phone to email and other WellStar work-related mobile applications needed to complete their responsibilities.

Any employee who receives a monthly cellular phone allowance cannot request reimbursement for cellular phone equipment, accessories, monthly service charges or any other cellular phone-related expense.

An employee who requests a monthly cellular stipend must obtain written approval from his/her Vice President and forward the written approval to their Payroll representative. The Payroll Department will add the monthly stipend to the employee's bi-weekly pay.

3.2. WellStar Issued On-Call Mobile Devices

Requests for a WellStar issued on-call mobile devices to be shared between employees shall be approved by the employees Vice President/Division Head, and forwarded to the Telecommunications Department.

Telecommunications will assist employees in obtaining WellStar issued on-call cellular devices. To receive assistance, users should submit a ticket through the ServiceDesk directed to the Telecommunications team.

33. Theft or Damage

The Telecommunications Department shall be notified immediately via a ticket through the ServiceDesk when a WellStar-issued mobile device is lost, stolen or damaged. If the loss or damage is due to employee negligence, the employee shall be responsible for the full replacement cost.

34. Personal Use

WellStar issued on-call mobile devices are provided for legitimate business reasons only. The use of WellStar issued mobile devices for the purpose of making or receiving personal calls is discouraged, although it is understood that usage for personal reasons may be necessary in emergency situations. Any overage, long distance, roaming or other charges realized by the employee for personal calls shall be the responsibility of the employee.

35. Reimbursement for Business-Related Calls on a Personal Cellular Telephone

Business-related cellular telephone calls made from an employee's personal cellular telephone are not reimbursable.

36. Support Function

If an employee requires a wireless data push, he/she must use a smart phone, not an analog phone. As a measure to ensure confidential and other protected healthcare information, WellStar reserves the right to remotely erase the data on any device that syncs wirelessly to WellStar's network. The Telecommunications department should be contacted immediately, via a ServiceDesk ticket if an employee's device is lost or stolen, or if the employee resigns or terminates employment with WellStar. Erasing the data in this fashion will return the device to its default settings; that is, all e-mail, calendar, programs and contacts will be permanently erased from the device.

37. Departure

Devices purchased by WellStar are the property of WellStar Health System and will be collected at the time the employee in possession of the device terminates employment. The employee must provide WellStar any logins or passwords required to access the device.

Cellular devices not provided by WellStar that have been connected to WellStar systems and applications must be disconnected from all WellStar systems and applications at the time the employee terminates employment.

38. Device Accessories

Eligible users will receive a device and only those equipment accessories that are required and necessary to operate the device in and out of the office. Additional accessories, such as headsets, cases, or additional power adapters, will be the user's responsibility.

39. Security

WellStar Health System requires employees to recognize potential security threats associated with the use of wireless devices. Employees are asked to use their best judgment in their use of wireless service to ensure confidential and protected healthcare information remains secure. In order to achieve this, employees are required to follow the procedures outlined below:

Do not store any unnecessary confidential and protected healthcare information documents or information on a wireless device.

1. Use a password to protect access to the wireless device if storing security sensitive documentation.
2. Be aware of the surrounding environment when speaking about confidential and protected healthcare information.
3. Understand that e-mails received, sent and forwarded from a cellular telephone are governed by the same WellStar security policy as if sent from a desktop computer.
4. Understand that Internet browsing on a WellStar issued wireless device is governed by the same usage policy covering an employee's desktop computer.
5. Do not take or transmit pictures of any confidential and protected healthcare information from a wireless device.

3.10. Usage While Driving

WellStar Health System does not require employees to make or receive calls while driving. Employees are discouraged from using a wireless device while operating a moving vehicle. Employees are responsible for operating vehicles in a safe manner and in accordance with all laws governing wireless phone usage while driving. For safety of

the employee and others, the employee should refrain from using wireless devices in a hand-held position while driving.

3.11. Product Life Cycle

On-call wireless devices will be replaced or upgraded on a two-year cycle. WellStar will not upgrade devices before this period unless deemed necessary by the applicable Vice President.

3.12. Usage of Cellular Telephones in a Clinical Setting

The use of personal cell phones while caring for patients is inappropriate and distracts from our main focus of patient care. It is not permitted and, in most instances, will be considered grounds for disciplinary action in accordance with WellStar policies.

Employees should not carry or use personal cellular telephones in patient care areas, elevators, or hallways, or while transporting patients. This is applicable to all direct care givers, support staff, and management.

WellStar-network based telephones (formerly known as 'Ascom' cellphones) are an internal wireless phone system for the purposes of facilitating patient care. They are not to be used for personal business, including calls to and from home. When an employee is working with a patient or family and receives a network or cell telephone call, the employee should excuse himself/herself and end the call as quickly as possible.

While attending meetings, network and/or cellular telephones should be set to vibrate or placed on the silent setting. If an employee is required to take a call for patient care purposes, the employee should step out of the meeting to avoid distracting other participants.

Personal telephone calls should be made during breaks or meal periods and not while an employee is on duty. There is a procedure which permits family members to contact your manager, department, unit, etc. in the event of an emergency or for other immediate needs.

Employees ensure excellent customer service when network or personal cellular telephones are used properly and when courtesy is extended to all customers at all times.

All questions concerning cellular telephones or air cards should be directed to Telecommunications via a ticket or call submitted to the ServiceDesk.

4. EXCEPTIONS

Exceptions to the policy pertaining to stipends and cellular accounts can be granted, but only with the written approval of an IT Vice President. Documentation of such exceptional arrangements must be maintained by the Telecommunications department.

RELATED DOCUMENTS	
Policy / Procedure	
Job Aids	IT-02-JA1 -- Job Aid 1: Cellular Stipend Request Form
Related Medical Record Form(s)	Form/Item #
Regulatory Requirements	
Evidence Based Practice References	
<i>This replaces all previous SPP IT-02 and all previous SPP IT-02 shall automatically terminate upon the effective date set forth above.</i>	