


<b>CHAPTER</b> Information Management	<b>CHAPTER</b> 07	<b>SECTION</b> 001	<b>SUBJECT</b> 05
<b>SECTION</b> Information Systems		<b>DESCRIPTION</b> Smart Phone Usage	
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**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) assures the protection and security of health information shared through electronic devices and meets the Health Insurance Portability and Accountability Act (HIPAA) regulations.

**STANDARDS:**

- A. Smartphones are provided to staff to increase the efficiency and quality of services delivered to persons served. Such phones and data devices are the property of LCCMH and are to be used for business purposes only. The Chief Executive Officer makes the final determination on which staff/programs use smartphones and how smartphones are to be used.
- B. All employees utilizing smartphones on agency business are expected to exercise care when incurring expenses. Employees will not conduct agency business on personal cell phones without prior authorization from the program supervisor or Chief Executive Officer (CEO).

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- C. Any personal information on an agency-issued phone is subject to Freedom of Information Act (FOIA) requests and can be subpoenaed.
- D. LCCMH reserves the right to investigate the circumstances surrounding the loss or damage of a device. If staff is found negligent in the safekeeping of the smartphone or data device, a charge not to exceed the actual cost is assessed.
- E. Text messages may be used for reminder appointments, scheduling, and reminders of items to bring to appointments, and not clinical therapy or exchanges of personal information.
- F. Text messaging is permitted on assigned agency phones only. Agency phones used for text messaging during working hours will not be left unattended. All phones are password protected.
- G. Persons served may choose to communicate with staff through text messaging. Persons served consent to text message communications is in the electronic medical record titled "Consent for Mental Health Services".
- H. No confidential information, including Protected Health Information (PHI), is sent via text messaging.
- I. No information from text messaging is shared with anyone outside of the agency without a Release of Information or court order.
- J. Management reserves the right to implement disciplinary actions and/or revoke the privilege if abuse occurs.

**PROCEDURES:**

- A. New smartphones are requested by the immediate supervisor who obtains approval from the CEO.
- B. Compliance with these regulations is the responsibility of the employee. The immediate supervisor and administrative staff reserve the right to review and question individual cellular phone bills appearing to violate the intent of these regulations.
- C. Passwords or pin numbers are created for all smartphones in order to restrict access to the LCCMH Information System.

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- D. Public WiFi will not be used with agency-issued phones. The smartphone hotspot is used when WiFi is needed outside of an LCCMH facility.
- E. Lost or damaged smartphones are to be reported immediately after the occurrence to the IT Department.
- F. All smartphone users must read and sign the Smart Phone Access and Acceptable Use Agreement (Form #370) indicating understanding and willingness to abide by the terms and conditions.
- G. Smartphones are not to be loaned or used by non-agency personnel except in the case of an emergency. If this situation occurs, staff are to report this incident to their immediate supervisor.
- H. Personal calls on agency smartphones are not permitted.
- I. Staff will not give out their privately owned personal cell phone numbers to persons served.
- J. Individuals may request the installation of apps through the help desk. Request will be reviewed by the IT department. If approved, the IT department provides access.
- K. Any clinically relevant text message communication is submitted for scanning into the electronic medical record. Clinical staff enter a contact note with an appropriate connection to a text message in the electronic health record.
- L. Text messages are deleted as soon as the communication has concluded, or no more than 24 hours from the initial communication. No text messages are stored on agency phones for historical purposes.

**DEFINITIONS:**

FOIA – Freedom of Information Act: A law entitling an individual to full and complete information regarding the affairs of government and the official acts of those who represent them as public officials and public employees.

IT – Information Technology: The development, use, and maintenance of systems for storing, retrieving and sending data.

**REFERENCES:**

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LCCMH Smart Phone Access and Acceptable Use Agreement Form #370

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This policy supersedes  
#01/01004 dated 01/19.2001  
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