LOS ANGELES COUNTY **DEPARTMENT OF HEALTH SERVICES**

HARBOR-UCLA MEDICAL CENTER

SUBJECT: **INACTIVATION OF USER CODE AND** **POLICY NO. 625**
PASSWORD FOR OUTGOING EMPLOYEES

PURPOSE:
To create a procedure and administrative controls to sign-out an employee when their position is terminated at Harbor-UCLA Medical Center.

POLICY:
Information Systems staff shall update user security and inactivate the user code and password for each outgoing employee, contract staff and other individuals with access to the Hospital Information System (HIS) and/or with Network Account access.

DEFINITION:
Outgoing: Is defined as voluntary or involuntary termination from Harbor-UCLA Medical Center.

PROCEDURE:
I. **GENERAL PROCEDURES**
   A. **Information Systems (IS)**
      1. Receives an Employee Clearance Form **(Attachment I)** or Physician Clearance Form **(Attachment II)** from user.
      2. Check, Pager Imprivata card console, Laptop/Tablet and Cellular/Smart phone database:
         a. If employee received Pager, Imprivata card, Laptop/Tablet and Cellular/Smart phone, they have to return it to Information Technology (IT) before they can be signed off.
         b. If employee lost equipment, they pay a replacement fee at Cashier's Office for the cost stated in consent form, and present the receipt to IT for the sign off process.
         c. IS Operation staff update employee record in database.
         d. Operation staff sign user's sign off sheet, create an Enterprise Help Desk (EHD) Footprint ticket which states the employee's last day, and assigns it to the server group to conduct items stated in #4 (below).
      3. Operations staff: Adds employee in Employee Check-Out Database and updates fields which belong to the Operation group. Operation staff change user's Electronic Health Record (EHR),

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EFFECTIVE DATE: 3/96 **SUPERSEDES:**
REVISED: 2/02, 3/05, 7/10, 7/18
REVIEWED: 7/10, 7/18
REVIEWED COMMITTEE:

APPROVED BY:_____ _____
              Kim McKenzie, RN, MSN, CPHQ **Anish Mahajan, MD**
              Chief Executive Officer **Chief Medical Officer**

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              Patricia Soltero Sanchez, RN, BSN, MAOM
              Chief Nursing Officer
Signature(s) on File.

Affinity Legacy, Affinity RCO, Quantim and Fuji Synapse account status to Inactivated, and update employee in the Employee Check-Out Database.

4. Server group: Deactivates the employee account or enters employee's termination date in AD account expiration field, deletes employee in Imprivata console, removes user from assigned groups, removes user from Harbor application desktop icons, handles all server related jobs, closes Footprint ticket and updates fields belonging to the Server group in the Employee Check-Out Database.

   o The AD ??, Electronic Health Record and e-mail accounts are disabled by Internal Services Department (ISD). Requests to disable are triggered when employee signs out with Human Resources.

B. **Immediate Termination**
   1. **Normal Business Hours are Monday - Friday, 8am – 5pm**. If Hospital Administration calls to disable a person's account(s) immediately:
      - IT Operation group will conduct items #2 and #3 (above).
      - Server Group will handle #4 and inform EHD about the emergency of this termination request. Employee Check-Out Database will not be updated until employee comes to Data Center to complete the normal process.
   2. **Afterhours, Weekends and Holidays:** If Hospital Administration calls to disable a person's account(s) immediately.
      - The Department Head, Director of Personnel, Local Security Officer or designees will notify the Information Systems Operator on duty (x5059).
      - The Operator on duty will notify the Supervisor on call.
      - The Supervisor on call will immediately inactivate the employee's access to the Hospital Information System and coordinate the inactivation of other access codes (e.g., network) with the appropriate personnel.
      - The Supervisor on call will prepare a report to be distributed to the Chief Information Officer, Director of Information Systems, Director of Technology Services and Operations Manager of the termination.

C. **Department – Local Security Officer**
    Inactivates the outgoing employee's HIS user code and password upon his/her termination.

D. **Information Systems staff shall:**
   1. A copy of the Outgoing Activity Report and Information Systems Employee Check-Out List will be forwarded each month by the Department secretary to the Information Systems employee(s) responsible for the Hospital Information User codes, pagers, long distance telephone access codes, network access, etc.
      - For Physicians: Based on the inactivation of the physician staff in the HIS master physician dictionary, an inactivation report will print out weekly in Information Systems. This report will be shared with key security personnel who will inactivate the physicians in all systems.

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      HIS inactivation will be completed within the same week of the report.

- Non-County Physicians: Non-County Physicians will be inactivated based on the LSO or sponsoring physician for the non-county physician. Review and approvals for non-County physicians will be reviewed by the sponsoring physician 6 months from the time of activation.

2. Information Systems staff will clear each employee listed on the Outgoing Activity report and Employee Check-Out List on the HIS and Network. All active usercodes will be inactivated in all applications. These reports will be signed and dated reports upon completion.

3. These reports are to be retained for the period of time as determined by the Director of Information Systems or Chief Information Officer.

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