

## ADMINISTRATIVE POLICY AND PROCEDURE

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**Subject:** COUNTY CELLULAR TELEPHONES

**Policy No.:** A318.1

Supersedes: December 3, 2015

Review Date: June 8, 2023

Origin Date: July 1, 2000

Revision Date: June 8, 2023

### PURPOSE:

To establish responsibility, procedures and guidelines for procurement and use of cellular telephone services by employees of Rancho Los Amigos National Rehabilitation Center (RLANRC).

### POLICY:

Rancho requests for County-provided cellular service are limited to employees of the County of Los Angeles and specifically exclude County Contract personnel. County Contract personnel should bill Rancho for telephone expenses incurred while on County business.

Requests for procurement of cellular telephone services (handheld, portable equipment) are recommended by Executive Council members, approved by Chief Operations Officer, and sent to Information Management Services for Procurement.

### PROCEDURES:

The appropriate Executive Council member shall prepare a "Information Services Requisition Form" with written justification of need. The request must be signed by the Chief Executive Officer or Chief Operations Officer and include the name of the person to be assigned to the phone/service, their work location, phone extension. Send signed request with justification to Information Management Services, Building, 100, Room B012.

Guidelines to consider, when other means of communications are unavailable, and cellular telephone service is needed:

1. The User is frequently required to be in communication during emergency situations.
2. The User travels on County business, and it is necessary that User has the ability to contact or be contacted by RLANRC.
3. The User has agreed to the use of telephone service as defined in a written agreement between County and User.

Executive Council members shall review, evaluate, and make a recommendation to the Chief Executive Officer (CEO) for final approval. Approval for cellular service will be determined on an individual basis.

Once approved by Hospital Administration, Information Management Services will be responsible for:

1. Procurement of new cellular telephone.
2. Procurement of cellular line assignment for both County telephones and de-activation of line assignment.

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Revised: 8/03, 6/06, 8/09,12/15, 6/23

Reviewed: 8/03, 6/06, 8/09,12/15, 6/23

Approved By:

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3. Scheduling delivery/installation of equipment with the User of cellular telephone service.
4. Reporting to the Administrative Auditor all changes in line/instrument assignments.
5. Administration of Cellular Telephone Services.
6. A written authorization, with justification, for the use of County furnished cellular telephone services, will be provided by the CEO, RLANRC. A written agreement between the User and RLANRC, which details responsibilities of each party, available from Information Management Services, will be required.
7. Review of Cellular Telephone Bills – Information Management Services routinely reviews all fee-based cellular telephone bills and all flat rate plan cellular telephone bills that exceed the assigned rate. Non-compliance may result in the loss of assigned service and telephone.
8. These reviews may be distributed to the Supervisor of the department for cellular phone user to acknowledge and respond.
9. Each User receiving such bills for review must certify that all Airtime, Toll Charges and Service Charges on the monthly cellular telephone bills are county-related business calls, except for reimbursed personal calls. All personal use phone charges must be reimbursed to RLANRC by the User authorized to have the cellular line within 10 working days after receipt of a copy of the cellular telephone bill. Payment for personal calls will be made to the Cashier's Office, with a copy of the receipt to Information Management Services.
10. Payment of the cellular telephone bill to the telephone service company is the responsibility of the County and will be processed by our Supply Chain Operations.
11. Fraudulent Phone Usage – Information Management Services will review monthly, the cellular phone bills and identify excessive calling patterns. Known/apparent phone abuse will be reported to the Chief Information Officer with a recommendation for follow-up action.