



**Martin Luther King, Jr.**  
OUTPATIENT CENTER

**POLICY AND PROCEDURE**

<b>DIVISION: ADMINISTRATION</b>	<b>NUMBER: 1.307</b>
<b>SUBJECT: THE WORLD WIDE WEB/INTERNET E-MAIL</b>	
<b>SECTION: INFORMATION SERVICES</b>	<b>PAGE: 1 OF: 3</b>
<b>REVIEWED BY: INFORMATION SERVICES, POLICY AND PROCEDURE COMMITTEE, AND OPC ADMINISTRATION</b>	<b>EFFECTIVE DATE:</b>
<b>TO BE PERFORMED BY: ALL APPLICABLE STAFF</b>	<b>REVIEWED DATE:</b>
	<b>REVISED DATE: 4/20/16</b>

**PURPOSE:**

- 1) Provide authorized users with their rights and responsibilities associated with the use of the World Wide Web (WWW); and,
- 2) Protect MLK OPC against potential disclosure of sensitive information or litigation arising out of potential violations of fiduciary responsibility or invasion of privacy. The WWW is an unsecured communications vehicle: data can be secured through encryption techniques, which are not always available.

**DEFINITIONS:**

**Attachments:** Files that are attached to Internet E-mail and appear as an icon within the message text.

**Authorized Users:** All full-time, temporary, or part-time workforce (contractors, vendors, consultants), who are authorized to access the WWW via MLK OPC tools and techniques. WWW privileges can be obtained by completing an access authorization form supplied by the Information Services Help Desk.

**Business Use:** Use of the WWW by authorized users is related to accomplishing MLK OPC business.

**Internet E-mail:** A message, with or without multiple attachments, that is sent electronically through the WWW. In most cases, Internet E-mail will have a human originator and receiver; however, electronic messaging software can be configured to automatically generate messages (e.g., a user's in box exceeds the allotted capacity) or reply to messages (e.g., the user is on vacation).

**Webmaster:** Anyone designated by Information Services management to administer use of the WWW. These individuals manage system access and security for authorized users, and are responsible for additions, moves, and changes to WWW accounts. Webmaster will monitor outgoing access to the WWW as well as monitor MLK OPC's firewall security to protect MLK OPC data from hackers.

**World Wide Web (WWW):** The internet, an integrated set of local (MLK OPC) and remote computer and communication hardware and software that allows authorized users to send Internet E-mail to any WWW users and provides the ability to perform research (using search engine software) by accessing external databases, bulletin boards, and Web Sites. Information services maintain an enterprise-wide contract with a WWW/Internet access provider.

**POLICY:**

The WWW is protected by the same laws and policies, and is subject to the same limitations, as communications in other media. Access to information technology in general, and to the WWW in particular, is a privilege and must be treated as such by all authorized users.

**Acceptable Use:** Use the WWW based on common sense, common decency, and civility applied to the electronic communications environment.

**Unacceptable use:**

- Do not use the WWW for anything other than MLK OPC business
- Do not establish WWW sites or home pages as affiliated with MLK OPC or representing MLK OPC. Do not use the official MLK OPC logo. Information Services will be responsible for creating all official MLK OPC WWW sites. Content for sites and pages will be coordinated through the Administration.
- Do not violate federal or state laws.
- Do not use for commercial purposes.
- Do not misrepresent your identity or affiliation when using the WWW.

**Audit of Use:**

- The Webmaster, E-mail administrator, or Network administrator may view Internet E-mail in the course of routine maintenance, troubleshooting, data recovery, or auditing use of the WWW site.
- Network managers and system administrations are expected to treat the contents of electronic files as private and confidential.
- The Webmaster is responsible for generating a log for Information Services management that audits the number and type of WWW sites visited by authorized users and reports the total time by user by WWW site.

**Data Security:**

- The WWW is subject to all policies and procedures governing all data security.
- Confidential information must never be transmitted to outside entities or individuals not authorized to receive such information.

**Data Confidentiality:**

- The WWW is subject to all policies and procedures governing E-mail.

**Patient Confidentiality:**

- Unlike internal Email, transmission of patient information through the WWW is not permitted unless data is secured through encryption techniques approved by the MLK OPC Information Services. MLK OPC has moral and legal obligation to protect patient confidentiality.

**Policy Violation:**

- Abuse of WWW privileges can invoke legal action or MLK OPC disciplinary procedures.
- Depending on the seriousness of an offense, violation of the WWW policy can result in penalties ranging from reprimand to formal disciplinary action.
- Information Services will immediately suspend WWW access privileges to any authorized user when unacceptable use severely impacts system performance or security.

- Non-business use of the WWW will result in the following escalation procedures:
  1. First occurrence: An electronic mail message will be sent to the user advising him/her of the policy violation. A suggestion will be made to the user to change his/her password.
  2. Second occurrence: A formal notice will be sent to the user and the user's immediate supervisor advising these individuals of the policy violation and the subsequent consequences.
  3. Third occurrence: The users' WWW access will be immediately revoked and disciplinary actions will be taken, as appropriate.

**NOTED AND APPROVED:**

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Cynthia M. Oliver, Chief Executive Officer

Date

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Ellen Rothman, M.D., Chief Medical Director

Date

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Lessie Barber, RN , Nursing Director

Date

Signature(s) on File.

Approved 4/20/16