

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 143
VERSION: 3**

SUBJECT/TITLE: USE OF CELLULAR TELEPHONES BY PATIENTS AND VISITORS

POLICY: Patients, families and visitors shall be allowed to use cellular telephones in Olive View Medical Center facilities, in accordance with the [DHS policy 361.23](#).

PURPOSE: To allow patients, families and visitors to meet their communication needs by use of cellular telephones, in a manner that ensures patient privacy and confidentiality, protects the privacy of others and prevents disruption to patient care and/or facility operations.

DEPARTMENTS: All

DEFINITIONS: **Cellular telephone** includes all wireless communication devices and cellular telephones, personal digital assistants, or smartphones that are equipped with camera or recording capability.

PROCEDURE: Cellular telephone use is restricted to hospital lobbies, clinic waiting areas, the cafeteria and the gift shop. Cellular telephone use is prohibited in any area of ValleyCare facilities if the use is considered by staff to be disruptive to patient care, facility operations, or the comfort of others.

Outpatient Areas:

Use of cellular telephones is prohibited in patient care areas, e.g., exam rooms, phlebotomy stations, x-ray rooms, etc., so as not to interfere with patient services.

Inpatient Areas:

Use of cellular telephones is prohibited in patient rooms while examinations or procedures are being conducted.

All Areas:

Cellular telephones must be switched to vibrate, silent, or off mode while in-patient care areas.

Cellular telephones with camera or recording capability may not be used in any manner that might identify patients, transmit patient information, or record clinical or health care related conversations.

Cellular telephone users are expected to speak only as loudly as is necessary to be heard by their party. Callers talking loudly, or using offensive or profane language during a telephone call will be directed to discontinue use of the

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telephone or relocate outside the building or to an area where the telephone conversation cannot be overheard.

Cellular telephones with recording or photography capabilities shall be in “off-mode” when taken into Olive View Medical Center restrooms or other areas of Olive View facilities where privacy is of concern.

All Olive View personnel are authorized to request cellular telephone users to cease use if it is determined to be disruptive to patient care and/or facility operations or compromises the privacy of others.

Should a user refuse or fail to comply with a request to cease cellular telephone use, the Los Angeles Sheriff’s Department will be called to intervene.

References: DHS Policies 361.23 (Safeguards for Protected Health Information (PHI)) , DHS Policy No. 861.3, JCAHO AMH RI.2.100, JCAHO AMH RI.2.130	
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