

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

NUMBER: 166

VERSION: 3

SUBJECT/TITLE: USE OF CELLULAR TELEPHONES AND OTHER ELECTRONIC DEVICES BY WORKFORCE MEMBERS

POLICY: Use of cellular telephones and other electronic devices by members of the Olive View Medical Center workforce during work hours should be limited to business-related activities and in accordance with the [DHS policy 361.23](#).

County-issued cellular telephones shall be provided to Olive View Medical Center employees whose duties and responsibilities require them to be accessible during normal business hours and no other reasonable means of communication is available or whose job duties require the use of a cellular telephone.

PURPOSE: To establish guidelines and responsibility for issuance, usage and management of County cellular telephones and other electronic devices by members of the Olive View Medical Center workforce.

DEPARTMENTS: All

DEFINITIONS: **Cellular Telephones** include all wireless communication devices, any hand-held, portable or vehicle-mounted communication device and cellular telephones equipped with camera or recording capability.

Electronic Devices include, but are not limited to, cellular telephones, personal digital assistants (e.g., Blackberry or i-Phone), MP-3 players (e.g., i-Pod), radios, CD-players, and two-way radios (e.g., walkie-talkies).

Workforce Member is defined as County employees and non-County staff (volunteers, contract personnel, non-compensated staff, students) who work in a Olive View Medical Center facility.

PROCEDURE: County Issued Cellular Telephones/Personal Digital Assistants

The Chief Executive Officer or his/her designee shall be responsible for approving issuance of County cellular telephones/personal digital assistants (PDAs) to Olive View Medical Center employees. Requests for cellular telephones/PDAs shall be submitted in writing through established organizational approval levels and contain justification of need. Approval to use a cellular telephone/PDA shall be restricted to employees whose duties and responsibilities require him/her to be accessible during both normal business hours and after hours and whose job duties require the use of such a device. The cellular telephone user

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is responsible for maintaining the equipment and ensuring its proper use. County-issued cellular telephones/PDAs shall be used to conduct County business only. It is the responsibility of the user to identify and reimburse the County for any personal calls made on a County-issued cellular telephone or PDA.

The user shall receive a copy of the monthly bill for the device. It is the responsibility of the user to maintain an accurate log of all calls and verify all calls upon receipt of the bill. If any calls cannot be identified, it shall be noted on the bill for investigation. The verified bill shall be signed and forwarded to the Communications Division. Payment for all personal telephone calls shall be made at the Cashiers Office within 7 days from receipt of the bill.

The user shall be held financially responsible for any unapproved calls and any misuse or abuse of the cellular phone. If there appears to be any misuse or abuse of the cellular telephone, the Chief Executive Officer or his/her designee may remove the instrument from the user, in which case, the user may be subject to disciplinary action, up to discharge from County service.

Personal Cellular Telephones or Electronic Devices

Workforce members should not use cellular telephones or other personal communication devices for personal reasons while working, with the exception of urgent or emergency personal matters. Use of these devices by members of the workforce should be limited to lunch and break periods only and are to be used away from the clinical work areas of Olive View Medical Center facilities.

Electronic devices, such as radios or MP-3 players are not to be used by workforce members while working. Use of these devices by workforce members should be limited to lunch and break periods only and are to be used away from the clinical work areas of Olive View Medical Center facilities.

All personal cellular telephones, including PDAs, are to be kept in vibrate, silent, or off mode during business hours while the workforce member is on duty.

All Olive View Medical Center cellular telephone/PDA users are expected to observe simple telephone courtesy; e.g., speak only as loudly as is necessary to be heard by the party on the telephone, refrain from use of offensive or profane language and avoid creating any disruption to patient care services and/or facility operations.

The use of cellular telephones/PDAs with camera and recording capabilities may not be used in any manner that might identify or otherwise transmit patient identifiable information or compromise patient privacy, confidentiality, and/or

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protected health information is strictly prohibited. Cellular telephones/PDAs with photographic or recording capabilities shall not be used to photograph patients or record clinical or health care related conversations.

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

Effective July 1, 2008, California law prohibits drivers from talking on cellular telephones while driving, unless the driver is at least 18 years of age and is using a hands-free device. Any employee who violates this law while traveling for County-business purposes, may be subject to disciplinary action, in addition to any penalties imposed by a state or local law enforcement agency. County policy recommends that employees driving on County business not talk on a cellular telephone, even if using a hands-free device, but that they pull over to a safe location or parking lot to conduct a telephone conversation or other telephone activity.

References: DHS Policies 361.23 (Safeguards for Protected Health Information (PHI)), 861.2 (Cellular Phone Controls) and 861.3 (Telephone Usage) Auditor-Controller Policy No. 1.5 L.A. County Fiscal Manual, Section 4.5.2	
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