

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: Internet Access and Usage	Policy # 4.9.12
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GS 4.9.12 Internet Access and Usage

PURPOSE

This policy provides the guidelines for the use of Internet services for Good Samaritan Health and Wellness Center. This policy outlines the rules and procedures regarding appropriate and safe use of computer equipment, network, and Internet access. This policy is in place to protect the Good Samaritan Health and Wellness Center, its employees and volunteers.

SCOPE

This policy applies to all staff and volunteers permitted to use the Good Samaritan Health and Wellness Center network or Good Samaritan Health and Wellness Center services to access the Internet.

POLICY

A. Overview of Internet Usage

- Good Samaritan Health and Wellness Center provides access to the vast information resources of the Internet as a tool to assist our users in performing their jobs.
- Good Samaritan Health and Wellness Center Internet users are required to use their Internet access privileges in a responsible, efficient, ethical, professional, and legal manner. Exchanges that occur in the course of conducting Good Samaritan Health and Wellness Center business on the Internet will be considered a communication of the organization and will be held to the same standards as formal letters.
- Users with Internet access should not use the connection to stream video or music, play online games or any other type of non-business related function.

Retrieving and Transmitting Information via the Internet

- Internet users are responsible and accountable for all material received under their account or User ID, including email, data, documents, and software. If a user receives unsolicited and/or inappropriate material via the Internet, it is the user's responsibility to report this event to the Security Officer or I.T. Team, and to arrange for the inappropriate material to be deleted.
- Internet users are responsible and accountable for the protection of all copyrighted materials received through the Internet to include dissemination, re-publication, or distribution of such materials, and are required to abide by copyright and contract laws.
- Internet users must only retrieve material intended to be beneficial to Good Samaritan Health and Wellness Center or necessary to perform employees' or volunteer's job functions.
- Internet users are prohibited from using Good Samaritan Health and Wellness Center resources, including the Internet access, for financial gain, running a business, or for any commercial or illegal activity.
- Internet users must keep their Internet activity in full compliance with all applicable laws, ordinances, regulations, and policies (federal, state, and local, as well as those of Good Samaritan Health and Wellness Center).
- Internet users must use discretion when downloading or uploading large files, and are required to understand that this activity could severely hinder Internet access for other users by using excessive line capacity. Questions about specific situations should be referred to the IT team.
- Internet users are prohibited from intentionally transmitting computer worms or viruses or other debilitating programs.
- Internet users must take due care to ensure that personal health information (PHI) is not transmitted over the Internet unless properly protected.
- Internet users are prohibited from using the Good Samaritan Health and Wellness Center network to make any unauthorized entry to any other machine.

Publishing and Posting via the Internet

- All information disseminated to the public through the Internet must be authored in accordance with Good Samaritan Health and Wellness Center guidelines pertaining to the release of information. Such information must always be directly related to the official duties and responsibilities of the employee or volunteer. Posts must reflect well on the organization and must not violate anyone's trust, HIPAA disclosure guidelines, copyright laws or Good Samaritan Health and Wellness Center policies. Questions about specific situations should be referred to the IT team.
- Internet users must keep their language within proper decorum. Profanity, obscenities, hate mail, harassment, threats, discriminatory remarks, sexual or pornographic content, and other inappropriate language are prohibited.
- All Good Samaritan Health and Wellness Center Internet users are expected to be responsible cyber-citizens. That responsibility includes conforming to Internet rules, etiquette (netiquette), and courtesies, and representing the organization in a positive and professional manner.
- Internet posts, messages or disclosures should never provide names or photographs of patients except where specifically allowed by the Security Officer.

Internet Security

- It is the duty of every Good Samaritan Health and Wellness Center computer user to protect his or her passwords. Users must always take care not to accidentally share or purposefully divulge their passwords to others. Due to the extra risk presented by the Internet, all Good Samaritan Health and Wellness Center Internet users will be held to the highest of standards in regards to safeguarding their passwords. Carelessness with passwords may result in loss of Internet privileges.
- Internet users must respect the rights and privileges of other users by not modifying files, data, passwords, or other information belonging to other users.
- Internet users must not attempt to violate the integrity or security of the organization's computer network nor those computing systems they access through the Internet. This also includes actions prohibited by State and Federal laws that criminalize such activities.
- Internet users are required to virus scan all files which are downloaded from the Internet. Files should be downloaded only when specifically required by a job function. When downloading files is necessary, users are invited to request assistance from the IT group in performing virus scans. The Good Samaritan Health and Wellness Center IT team installs and configures virus scanning tools on each personal computer. It is a violation of policy to disable any of the provided virus protection tools. Additionally, if the user notes a problem or issue with the scanning tools, he or she should immediately notify the IT team for assistance.
- Modems are not allowed.
- Internet users who become aware of security breaches or security problems are required to notify the IT team immediately. Failure to do so may self-incriminate and result in disciplinary and/or legal consequences.

Internet Privacy

- Internet users must understand that information placed onto the Internet can potentially be intercepted or monitored by individuals worldwide. Care must be taken to avoid transmitting information that would be embarrassing to the organization, or would possibly have negative consequences for the organization or the individual. Personal and confidential information in particular must not be posted on the Internet, and transmission of such information via the Internet is discouraged unless sufficient security methods are used to protect confidential information.
- Internet users must understand that information can similarly be collected on all Internet sites that they visit.
- Internet users must understand that their Internet activity is traceable to Good Samaritan Health and Wellness Center. Users must recognize that they do not have any degree of anonymity.
- Internet users must understand that there is **no possible guarantee of privacy** on the Internet, and that every Internet transaction, or all Internet activity, or Internet site in which they participate can be monitored and retrieved.

Administration of Internet Access

- Good Samaritan Health and Wellness Center Internet users must understand that Good Samaritan Health and Wellness Center's security systems are capable of recording each

Internet web site visit, each chat, newsgroup or e-mail message, and each file transfer into and out of our internal networks, and Good Samaritan Health and Wellness Center reserves the right to do so at any time without notice.

- No Good Samaritan Health and Wellness Center Internet user should have any expectation of privacy as to his or her Internet usage.
- Good Samaritan Health and Wellness Center reserves the right to inspect any and all files stored in private areas of the organization's network in order to assure compliance with these policies.
- Good Samaritan Health and Wellness Center Internet users must understand and agree that the organization's computing resources must not be used knowingly to violate the laws and regulations of any federal, state, city, province or other local jurisdiction in any material way. Use of any company resources for illegal activity is grounds for immediate dismissal, and Good Samaritan Health and Wellness Center will cooperate with any legitimate law enforcement activity.
- Software downloads must be approved by the IT group. Any software or files downloaded via the Internet into the organization's network becomes the property of Good Samaritan Health and Wellness Center. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.
- Good Samaritan Health and Wellness Center retains the copyright to any material posted on the Internet by any Internet user in the course of his or her duties.
- Good Samaritan Health and Wellness Center Internet users shall be responsible for any personal charges arising from their use of the organization's Internet accounts.
- Good Samaritan Health and Wellness Center may use Internet filtering software to minimize the risk of use of improper websites. This may inadvertently result in limiting the access to some business related websites. In the event you encounter the blocking of website content that is needed for business related purposes, please contact the IT team to request to remove the block.
- Any violation of the aforementioned policies will result in disciplinary action. This action includes, but is not limited to, probation, suspension, termination of employment, and/or civil or criminal prosecution.

Violation of this policy will result in the loss of Internet access privileges and, depending on the severity of the violation, reporting the incident to law enforcement. Additionally you may be required to complete a security awareness training program before your access rights will be re-established.

PROCEDURE

Each request for a staff member to have network access (User ID and e-mail address) will also include Internet access privileges.

VIOLATION REPORTING

Any observed violation of this policy should be immediately reported to the Security Officer. You may also contact the IT team if you need assistance in complying with the policy information provided or have questions or concerns.

DEFINITIONS

HIPAA – The Health Insurance Portability and Accountability Act of 1996 (HIPAA) which required the Secretary of the U.S. Department of Health and Human Services (HHS) to develop regulations protecting the privacy (Privacy Rule) and security (Security Rule) of certain health information.

Personal Health Information (PHI) – Individually identifiable health information that is:

- Transmitted by electronic media;
 - Maintained in electronic media; or
- Transmitted or maintained in any other form or medium.