

MOBILE TELEPHONY DEVICES POLICY®

DOCUMENT SUMMARY/KEY POINTS

Mobile Devices are an effective business tool, which may assist in:

- Efficiently managing customer relationships.
- Employees better managing their time and resources.
- Increasing productivity by allowing staff the freedom to manage SCHN related tasks while being mobile.

The benefits of this policy include:

- Consolidation of services and accounts, enabling SCHN to reduce costs by taking advantage of carrier volume savings.
- Adherence to State Government contracts.
- Standardisation of equipment features and services.
- Addressing Work Health and Safety issues.
- Standardisation of policies and procedures for the SCHN e.g. centralisation of requisition processing, establishing and maintaining databases, costing, and simplifying management of Mobile Device services.

This document outlines the user's responsibility as an approved user of a Mobile Device and the appropriate Department Head/Cost Centre Manager's responsibility for the Mobile Devices allocated.

This policy is in accordance with:

- NSW Health Code of Conduct (section 3):
https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2015_049
- Communications - Use & Management of Misuse of NSW Health Communications Systems https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2009_076

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st November 2018	Review Period: 3 years
Team Leader:	Voice Communications Manager	Area/Dept: Switchboard Services

CHANGE SUMMARY

- N/A new document

READ ACKNOWLEDGEMENT

- All Employees within SCHN with enquiries & or requirements for SCHN supported Mobile Telephony services including, but not limited to Mobile Telephones and Mobile Data Tablets should be aware of this policy

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1 SCHN Owned Mobile Devices

1.1 How to Procure a Mobile Device

- To Order a new mobile device as a transfer, replacement, or upgrade, complete and submit your order via the link below :
 - Mobile Device Application:
<http://ordering.webapps.schn.health.nsw.gov.au>
 - The authorizing COST CENTRE MANAGER must ensure there is provision and support for initial and ongoing funding.
- SCHN will attempt to purchase reasonable quality handsets suitable for their stated purpose and within existing budgetary constraints.

Prior to approving purchase of a Mobile Device, the COST CENTRE MANAGER should consider the following questions as a guide:

- Is the staff member on an on-call roster?
- Is the Staff member's SCHN appointment single-site or multi-site?
- Is a Mobile Device included in staff member's award entitlements?
- Is the person based in an office?
- Is secretarial support available?
- Is the person required to travel extensively during working hours?
- Does the person carry a pager? If so, why is this not adequate?
- Is input from the individual critical in case of an emergency?
- Can the capital and recurrent costs to your department be justified?
- Does the person conduct regular Home visits?

On approval:

- Telecommunications are automatically notified of the approval
- Telecommunications will process and advise of delivery of mobile handset and or ancillaries.
- Costs incurred will be billed to the respective Cost Centres nominated on the order

It is the responsibility of the user to ensure they have read and understood the policy relating to Mobile Devices.

1.2 SCHN Mobile Data services

The Chief Executive has indicated that 'Smart Phones' and mobile data plans will only be established against SCHN General Fund where current criteria is met, approval on sound business reason is granted.)

- Up market Devices (e.g. iPhone) should be purchased through Private Practice, Special Purpose Trust funds and TESL allowances.
- All Smart Phone data plans are tied to the mobile voice service and can't be separated at the account level and will be billed to the nominated ongoing Cost Centre..
- Mobile data only devices are purchased and billed to the Cost Centre nominated on application form.
- Access to State e-mail will require application via the SCHN IT Help Desk

Any 'Smart Phone' established on the SCHN accounts remains the property of the SCHN and should be returned on leaving the SCHN's employ with all security passcodes, PINs and all personal data removed. (Please do not default device to 'Factory settings' until this has been achieved).

1.3 Ordering, Receipt and Collection Process

- All orders for Mobile Devices and accessories are processed by SCHN Telecommunications. Fixed Car kits are not available for non-SCHN cars, but are by negotiation for Fleet vehicles.
- Telecommunications Services, will record all details of Mobile Devices and/or accessories (make, model, serial number, phone number, name of user and department cost centre).
- Telecommunications Services will notify the user when the Mobile Device/accessories are available for collection.
- Upon receipt of the device, the user will complete section G of the "Mobile Device Form", which will be held by Switchboard Services for Audit purposes.
- The Carrier password for all Mobile Device services is held by the Voice Communications Manager.
- Mobile Devices are not replaced unless operationally necessary and financially viable within the associated cost centre.

1.4 Security

It is important for users to be aware that the Mobile Device is the property of SCHN and that the user is personally responsible for its security, usage, and maintenance.

- Use of Passcode protection on all SCHN devices is mandatory
 - Device "Passcode" protects the content of the device from unauthorised use
 - Passcode must be 6 Characters
 - Auto Device deletion after 10 incorrect Passcode attempts

- “Pincode” “PIN” Personal Identification Numbers prevent unauthorised use of the carrier account only.
- SCHN Mobile Devices should not be left in vehicles or unattended at any time.
- SCHN Mobile Devices are to be used for SCHN purposes by the designated user and not loaned to anyone for private use.
- If the Mobile Device is lost or stolen, it is imperative that the user contacts the following immediately:
 - Mobile Fleet Manager – to temporarily suspend the service. Ph 0298450000
 - Health information Unit for Patient information Risk assessment
 - IT Helpdesk to change system passwords for ‘smartphones’. Ph 0298450333
 - [Security](#) - to complete an incident report. Phone 0298452000
 - Internal Audit Department

If the Device is found, notify the Mobile Fleet Manager, IT and Security immediately.

1.5 Handing Back and Transfer of Equipment (When Leaving SCHN)

When terminating employment at a SCHN site, the mobile user must return their SCHN Mobile Device (including all accessories) to Switchboard Services, at which time the Final Pay Authority Form will be signed.

- If the Mobile Device is to be re-allocated immediately, within the same department as that of the person leaving, the new user must notify Telecommunications, to avoid the service being suspended.

1.6 Mobile Service Billing

- To obtain the full benefits and discounts under the State Government contracts, accounts are consolidated for SCHN and managed by the Mobile Fleet Manager.
- Although favourable tariffs have been negotiated with our carrier, common sense and careful use of mobiles, as for fixed line telephones is to be encouraged.
- The Telecommunications Manager, upon receiving an original consolidated account for all cost centres from the carrier, will check for major variances, and then forward it for further authorisation and payment by Accounts Payable.

1.7 Reporting of Mobile Service Costs

All Carrier reporting of Mobile services is carried out monthly in arrears and costs allocated directly to the appropriate cost centre.

- Excessive use will be highlighted in carrier reporting and users will be asked to account for larger than usual variances and may be asked to reimburse their cost centre.

1.8 Personal Use Repayment

Mobile Devices are provided to SCHN staff to support them in their work. Although some personal use is unavoidable, it is the responsibility of Cost Centre Managers and users to monitor accounts of departmental pool phones.

Reporting on Mobile Devices will only be made on request or as a consequence of abnormal or high usage reports, where a request may be made upon the user for reimbursement of Personal International calls.

Reimbursement for excessive personal use will be based on a personal accountability system whereby individuals can declare their private use calls on the mobile account report and organise to reimburse the organisation cost centre to which call charges are made. These costs will be provided in the form of a spread sheet, produced where charges have been identified, excess to normal monthly costs for calls included under the appropriate call plan assigned to your service and reviewed from time to time.

1.9 Call Diversion

Call Diversion to any number including Messagebank is chargeable and unless authorised by the COST CENTRE MANAGER, Mobile Devices are not to be diverted to a private line or SCHN extension

Call forwarding from PABX extensions to Mobile Devices is by prior arrangement and approval. This facility is automatically barred, and access is by exception.

1.10 Call Barring

Unless otherwise authorised, all SCHN Mobile Devices will be automatically barred from:

- International Direct Dialling (IDD)
- International roaming
- 190 numbers
- Data

If IDD or International Roaming services are required, approval must be obtained from the Department Head (see Mobile Device Form for details).

Mobile Data Service Plans and supported instruments are subject to SCHN business requirements that may vary from time to time.

1.11 Standardisation of Equipment

SCHN will attempt to purchase reasonable quality handsets suitable for their stated purpose and within existing budgetary constraints.

It is the preference of SCHN to utilise a standard make and model of mobile phone to provide the following benefits:

- Familiarity of product by users.
- Inter-changeability of accessories.

- Best mobile service user experience

1.12 Repairs and 'Pool Phones'

All repairs are to be coordinated through the Voice Communications Manager.

- Most repair costs are beyond economical effectiveness and, as such, option to replace is the first consideration.

A 'Pool Phone' is available to nursing staff for use in temporary Home Visit situations. If a particular staff member is conducting Home Visits on more than 10 days per month, consideration should be given to obtaining an official Mobile service for the individual staff member.

A 'Pool Phone' can be made available to staff requiring instant access to a Mobile Arrest team when onsite but out of the SCHN buildings, for example, Staff taking a ventilated patient in to the Sensory Garden or Children's Garden.

1.13 Messaging, Data Services & Internet Access

- SMS (Short Message Service) can be a quick and easy way to communicate to another mobile user, but a voice call should be considered first.
- Patient Data/Information should not be transmitted via SMS due to SCHN confidentiality policy. This system is a Store & Forward technology that will store the message until the phone has reception and the message can be delivered. These messages stay in the provider's messaging database for at least 14 days and remain on the Mobile Device until automatically overwritten or manually deleted by the user.
- MMS (Multimedia Message Service) is now an accepted facility across NSW Health but should be used with care to safeguard Patient Privacy.
- GPRS (General Packet Radio Service) facilities will not be activated without express permission of user's Department Manager.
- WAP (Wireless Application Protocol) facilities will not be activated without express permission of user's Department Manager.
- Additional 3G/4G (Next G) Data Services will not be activated without express permission of user's Department Manager.
 - These services include Smart phones, such as iPhone, Samsung Omni, HTC and mobile data wireless modems etc.
- Loss of mobile and smart phones should immediately be notified to Telecommunications Services. Temporary restriction will be placed on the service until found or replaced (limit 10 days). See section 1.4 Security for other required notifications.

2 Privately Owned Mobile Devices

The SCHN and NSW Health negotiate special rates with the preferred carrier. This is why the SCHN cannot support reimbursement schemes for privately owned mobile services.

- The SCHN does provide limited support for the use of a privately owned Mobile Device service. If authorised, a user can move their private services to the SCHNs' carrier and account by "Change of Ownership" and "Porting". SCHN will not reimburse part rental or SCHN calls from privately owned Mobile Device services.
- Approved existing mobile users, requesting that their numbers be transferred to SCHN accounts, and who are currently 'on contract', will need to continue with their existing arrangements until their contract expires with their current carrier, noting that any existing charges are the user's responsibility. Their mobile service can then be moved to the SCHN's preferred carrier and account.
- Once the mobile service has been moved to SCHN's account, any future migration or re-connection fee to the user's preferred carrier will be borne by the user on leaving the organisation.
- It is the responsibility of the user to request forms to take possession of a mobile service when leaving SCHN employment.
- Forms for "Porting" and "change of ownership", will be provided by The Voice Communications Manager on request.
- Private smart phone users may connect to the email network via request to the SCHN IT Help Desk. (An email will be sent to the requestor detailing conditions that must be agreed to gain approval). Assistance will be given in setting up your mobile device is for the email account.)

3 Mobile Device Guidelines

3.1 Minimising SCHN Costs

In order to help the SCHN maintain reasonable Telecommunications costs, please consider the following:

- Keep conversations as brief as possible – remember, overall charges are time related.
- Avoid mobile calls, which can be made just as easily to or from an ordinary telephone.

3.2 Safety

Poor carrier signal strength will cause a handheld mobile device to transmit at higher power levels. As the real effects of electromagnetic radiation on the human body are unproven, SCHN recommends:

- Keeping conversations as brief as possible.
- Using a standard fixed phone where available.

- Use of Bluetooth hands-free devices whenever possible
- Using car kits in SCHN cars or portable hands-free devices when driving. If these options are not available, please pull over before making or taking a call.

If service level appears low

- increase distance from patient medical devices and
- reduce call time to minimise personal exposure to RF radiation

Mobile Devices are not to be used when:

- Refuelling a motor vehicle.
- On an aircraft. (Unless specifically permitted)
- Near blasting areas.
- In Health facilities (refer to the 2 metre rule noted in section 3.3)

SCHN does not approve or recommend shielding devices. Using a hand held Mobile Device in a motor vehicle is illegal whilst in control of a moving vehicle and SCHN will not be held responsible for any infringements or legal matters arising from the illegal use of a Mobile Device.

3.3 Use in SCHN Areas

Mobile Devices and Two Way Radios are capable of interfering with the operation of Medical Equipment. (RF Safety and Health information can be found at www.arpansa.gov.au)

To minimise the risk of Medical Equipment malfunction, Mobile Devices should not be used:

- By patients connected to electronic medical equipment
- By any person within two (2) metres of electronic medical equipment
- In areas designated by "No Mobile Devices" signs

This requirement includes voice, data, SMS and MMS communications.

3.4 Etiquette

Please consider others whilst at meetings, or in public places. Make full use of available options such as MessageBank.

- During meetings Mobile Devices should be turned off or placed in 'silent' or 'meeting' mode. Exceptions to this may apply to staff that are on call for critical or life threatening reasons. It is recommended in these situations that the meeting be advised your phone is on.
- If it is necessary to interrupt a meeting to answer a Mobile Device, leave the room immediately and conduct the call outside.
- Make full use of options available such as MessageBank, pagers and support staff who would normally be aware of your location in the event you are not contactable on your Mobile Device.

- Be aware of confidentiality issues when using a Mobile Device, particularly in public places.

Any questions regarding Mobile telephony or devices may be referred to the Mobile Fleet Manager via email or by phone on extension 53609.

4 Appendix 1: Mobile Device Application

<http://ordering.webapps.schn.health.nsw.gov.au>

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