Pediatrics Email Policy

General Items

Hardware Information

Device and Data Security

Network

Software & Support Information

Software Policies

Management of OSL Software Installation

Pediatrics Transcription Policy

Purchasing University Computer Equipment
Pediatrics Email Policy

- All Email users must have signed Security Agreement on record prior to receiving their login ID and password.
- You are responsible for any email you send or forward, regardless of where that email originated from and its final destination.
- Accounts not used for 45 days will be disabled. Accounts not used for 90 days will be removed from the system and the end-user must reapply for an account.
- Due to the nature of email, the storage and delivery of email is not guaranteed.
- You may not use email to transmit or receive pornographic or obscene material, any information that undermines the operation of the University of Utah or its sub-units, or any data that is in violation of University Policy, or local, state, or federal law.

Secure Email

- The UUHSC has purchased and implemented a Secure Email product. The product was purchased to meet the HIPAA requirements, but more importantly, to ensure UUHSC staff, faculty, and students could continue utilizing email as a means of communication.
- Put the letters "PHI" in the subject line of any email communication that you want secured. If your email has the word PHI in the subject, the server is instructed to send the message securely to the intended recipient.
- The recipient will get notified of the secure messages along with some steps on how to access the secure message that contains Private Health Information.

Content Management

- Appointments will be automatically removed after 3 years (1095 days).
- Backups go back 90 days.
- Administrators do not monitor or audit email messages that have been sent or received by users, unless authorized to do so by Human Resources, the Office of the Vice President for Health Sciences, or as a result of the judicial process (i.e. subpoena, local or government investigations, etc.)

Internet Mail

- Delivery of email messages (including delivery in a timely fashion) to recipients outside of the University system cannot be guaranteed.

Access to Another Person’s Mailbox -- Requests for accessing an email account other than your own is taken very seriously.

1. Staff members of ITS may inadvertently see the contents of mail during routine maintenance.
2. Requests for access to another person’s mailbox must be made in writing by the requestor’s supervisor.
3. Requests must be approved by the requestor's supervisor, the CIO (or Vice President for Health Sciences), and Human Resources. Advice from legal counsel may also be sought before any action is taken.
4. The requestor will not have direct access to the mailbox, but will be able to choose mail messages they would like printed or forwarded to themselves that directly relate to the performance of their job duties. An ITS staff member as well as a representative of Human Resources must be present.
5. Proxy access to the account will NOT be given. If you need proxy rights to the account, you must arrange this with your employee before their termination.

End of Employment

- Email accounts will be expired on the last day of employment.
General Items

- **Hard drive or system crash:** It is the responsibility of each user to back up their system to prevent critical data loss in the event of a hard drive or system crash.

- **When a hard drive crash occurs:** All data stored locally on the machine maybe permanently lost, the IS Office will try to recover stored data. The Pediatrics IS Office will install a new hard drive and install all supported software. Support will also be provided to the user to help replace files from back-ups.

- **Recommended back up option:** The IS Office recommends that all users back up their work-related data to the network drive, which is the G: drive in most cases, as this drive is redundantly stored on three separate servers, and is backed up daily. This redundancy guarantees data recovery if needed.

If you would prefer a back up option other than the network, the IS Office recommends you discuss alternatives with us so we may find a solution to fit your specific needs. Other back up options available:

1. External hard drives (available from 20 Gigabytes to 1.5 Terabytes), which connect by either USB or Firewire
2. DVD±Rs/DVD±RWs (4 Gigabytes)
3. CD-Rs/CD-RWs (650 to 700 Megabytes)

All of these items have varying costs associated with the hardware and media needed.

- **Hardware and software upgrades:** New hardware will be installed and tested by the IS Office. A back up of all known software data will be performed before any software upgrades. Support will also be provided to the user to help replace files from back-ups.

- **New systems:** All new systems will be checked by the department IS Office for compatibility of hardware, setup of various parameters and loading of supported software.

- **Request for new systems:** Request for new systems includes the following information.
  1. Users full name and uNID -- this is used to setup the network account.
  2. Principal use of system -- this helps determine the best type of system to purchase.
  3. Where is the system to be located -- in case new wiring or coordination with other departments is needed.
  4. Billing information - used to charge back the purchase price if purchased by the IS Office.
  5. Completed forms, “Computer Access Request” and “Confidentiality & Security Form”.

- **Relocation of systems:** Requests for relocating systems will help ensure cabling is ready and any special needs from other departments or facilities are orchestrated.

- **Re-assignment of system:** Systems being re-assigned to new or another employee are subject to the following procedure:
  1. System is removed to the IS Office work area.
  2. Hard drive data is copied to an external hard drive for storage of two months. After two months, the backup will be deleted.
  3. The hard drive is reformatted; virus scan, security patches, and requested software are loaded.
  4. System is installed on location.
### Hardware Information

<table>
<thead>
<tr>
<th>Category</th>
<th>2010 Minimum Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU speed</td>
<td>2.0 GHZ</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>80 GB</td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows 7 Ultimate</td>
</tr>
<tr>
<td>System Brand Name</td>
<td>Any meeting requirements above</td>
</tr>
</tbody>
</table>

The Pediatrics IS Team should always be the first contact for any computer support questions.

- **Hardware support**: The IS Office provides guidance in the purchase of hardware for all divisions in the Department of Pediatrics. Consultations on a per-user or divisional level are available to discuss hardware requirements, upgrade strategies, quotes for hardware or general discussion of hardware and software.
- **Hardware Standards**: Hardware requirements are based on standards set by the University, the Pediatric Department and individual user requirements, not on brand name. User needs (i.e. graphic images, large number crunching or video images) will help define the type of hardware.
- **Upgradeability**:  
  - **Laptop Computers**: RAM and hard drives can usually be upgraded. CPU and motherboards cannot usually be upgraded. External devices that connect with USB, serial or parallel ports, or devices that use the PCMCIA adapters can usually be upgraded. Operating system upgrades are based on hardware and can limit laptops because some hardware is not replaceable with new technology required by new software.  
  - **Brand Name desktop systems (i.e. HP, Dell, Gateway, etc.):** These types of systems normally use proprietary motherboards and hardware that are specific for the computer model and are usually built for a specific CPU family and are not always upgradeable. Components like RAM and hard drives are upgradeable. Devices built into the motherboard (i.e. network controllers, sound cards, and video cards) are replaceable as long as the original device can be disabled either by jumper settings or software settings. Operating system upgrades may be limited because of the proprietary hardware. These systems are not repaired in-house while under manufacturer warranty unless the division selects to void the warranty.  
  - **Compatible Systems**: Most builders of this type of system use industry standard interchangeable components. Basically all components are exchangeable with new technology as it becomes available. Operating system upgrades are less limiting because all components can be upgraded to match the requirements for the new software. Systems purchased through the IS Office are built to the specifications set by the IS Office and are repaired in-house under warranty.  
- **Network support**: The Pediatrics IS Office provides network support from the system to the wall plate. This includes network cards, cables and software loaded by the department for network access. If a switch, router, or server has a problem, the support is provided by ITS.
- **Macintosh systems**: First line of support for hardware and software provided by the Pediatrics IS Team.
- **PCs purchased through the IS Office**: First line of support for hardware and software provided by the Pediatrics IS Office.
- **Name brand PCs- HP, Dell, etc**: First line of software support and post-warranty hardware support provided by the Pediatrics IS Office. Warranty hardware support provided by the manufacturer.  
- **Technical support**: Calls logged to the ITS Support Desk are $35.00 for the first hour and $35.00 for each additional half-hour. In an effort to minimize cost, all calls for computer support should be made through the Pediatrics IS Office.
- **Off-site support for department owned machines**: Phone support will be provided for systems located outside the University campus. Should an off-campus computer system require upgrades, hardware trouble shooting, or component replacement, it will be the responsibility of the user to schedule time with the Pediatrics IS Office, and bring the system to the University.
Device and Data Security

It is important for users to know what kind of data is on their computer and take appropriate steps to secure the data and protect their personal and work related information.

Many users of laptops and other portable devices store, analyze and access PHI for research and normal office needs as well as storing personal information. It is important that users understand the risk of having this type of data stored on the local device.

1. Normal access - devices at the workplace and away that are left running while the user is not present offers access to the network and files on the local machine. Users should logout or shutdown devices to help prevent unauthorized access.

2. Theft - even a device that is password protected can be accessed using specialized software that allows a user to change passwords and access all data on the local system.

3. Wireless networks - it is important to check that the wireless network is using password logon and data encryption. Most large networks comply with these standards. As wireless networking becomes more popular for home use and if these standards are not in place, it can allow users from a distance;
   - Access to data on all systems on the wireless network
   - Unauthorized access to the Internet
   - Run programs that can capture every keystroke
Network

Network Access

User Accounts
All employees, staff and faculty that need network access or deal with patient information are required to complete "Computer Access Request", "Confidentiality and Security" form and follow the guidelines listed in the forms. FAX the completed forms to the Pediatric IS Office, 801-585-9498.

Passwords
Passwords are required for access to network resources. Passwords should be kept secure and not to be shared with co-workers. Network passwords have a minimum of eight characters and expire every 180 days. If a user forgets their password they will need to call 801-587-6000 and request to reset the password. Users will not be granted access to other user directories; this is handled via shared directories and requires permission from the owner of the directory to be shared.

Separations
User accounts are inactivated for 30 days as soon as the IS Office is notified of the employee's separation. The user directory is copied to a backup location for later action. After the 30 days have expired the user account is deleted from all locations.

Inactive Accounts
If an account has gone 90 days without a logon, the account will be made inactive. After another 30 days the account will be deleted. Prior arrangements should be made if the user is to be absent for a prolonged period of time to prevent the deletion of their account.

Network Storage Space

G: Drive
Each employee is given storage space on the network to store work related files. This space can only be seen by the user and cannot be shared with other users.

J: Drive
This network space is granted by request only. The user will only see folders that they have been given access to by their supervisor.
Software & Support Information

**Pediatrics IS Office Contacts:**
- Danny Smith
- Michelle Tingey
- Zach McMullin
- Jason Genovesi
- Tyler Thompson

**Phone Numbers:**
- 801-581-4075
- 801-581-6016
- 801-581-5141
- 801-213-3202
- 801-213-3487

**Pager Numbers:**
- 801-339-3537
- 801-339-4214
- 801-339-3461
- 801-339-0778
- 801-339-1810

**General Computer Support:**
- University Help Desk
- Main Campus Help Desk
- Primary Children's Help Desk

**Phone Numbers:**
- 801-587-6000
- 801-581-4000
- 801-662-3456

---

<table>
<thead>
<tr>
<th>Basic Software</th>
<th>Description</th>
<th>Approval</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>McAfee</td>
<td>All computers are required to have anti virus software running on their computer.</td>
<td>N/A</td>
<td>Peds IS</td>
</tr>
<tr>
<td>Office Suite</td>
<td>Outlook, Word, Excel, PowerPoint, Access.</td>
<td>Supervisor</td>
<td>Peds IS</td>
</tr>
<tr>
<td>Windows</td>
<td>Operating System: Windows XP</td>
<td>N/A</td>
<td>Peds IS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Software</th>
<th>Description (Rights Granted on an As Needed Basis)</th>
<th>Approval</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegra</td>
<td>Patient demographic information utility. Specific rights per group membership.</td>
<td>Supervisor</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>Application Portal</td>
<td>Remote access to UMS, KEA!, network drives, etc.</td>
<td>N/A</td>
<td>Peds IS</td>
</tr>
<tr>
<td>ARUP</td>
<td>Tracks ARUP lab tests requested or where the samples are sent.</td>
<td>Supervisor</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>ATU</td>
<td>Upload patient notes in Word format to PowerChart</td>
<td>Supervisor</td>
<td>Peds IS</td>
</tr>
<tr>
<td>Citrix</td>
<td>Software utility for remote access to UMS, KEA!, network drives, etc.</td>
<td>N/A</td>
<td>Peds IS</td>
</tr>
<tr>
<td>Epic</td>
<td>Certain clinics transcription storage application – available via App. Portal</td>
<td>Supervisor</td>
<td>Peds IS</td>
</tr>
<tr>
<td>Epic Phone</td>
<td>Schedulers using to monitor phone calls for clinics</td>
<td>Supervisor</td>
<td>Peds IS</td>
</tr>
<tr>
<td>ERAS</td>
<td>Education Office Residency application recruiting process.</td>
<td>Jaime Bruse</td>
<td>Peds IS</td>
</tr>
<tr>
<td>Financial Reports</td>
<td>Web based PeopleSoft Management Reports.</td>
<td>Jacque Bernard</td>
<td>ACS 581-4000</td>
</tr>
<tr>
<td>IDX</td>
<td>Program for scheduling and billing patients.</td>
<td>Supervisor</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>KEA!</td>
<td>Terminal emulator for access to Allegra, and ARUP.</td>
<td>Supervisor</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>Kronos</td>
<td>Time tracking for payroll.</td>
<td>N/A</td>
<td>Amber 587-7405</td>
</tr>
<tr>
<td>Monarch</td>
<td>Pre-defined reports which pull filtered data from Allegra and IDX.</td>
<td>Supervisor</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>PeopleSoft</td>
<td>University department financial, payroll and human resources information.</td>
<td>Larry Dew/Cathy Anderson</td>
<td>ACS 581-4000</td>
</tr>
<tr>
<td>PowerChart</td>
<td>University Electronic Medical Record (EMR)</td>
<td>Supervisor</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>UMS</td>
<td>Pediatricss financial management system.</td>
<td>Sandra Moore/Admin Officer</td>
<td>Peds IS*</td>
</tr>
<tr>
<td>UTRAC</td>
<td>Research compliance billing system for studies.</td>
<td>Supervisor</td>
<td>Peds IS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PCMC Software</th>
<th>Description</th>
<th>Approval</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>V drive</td>
<td>IHC network drives</td>
<td>Supervisor</td>
<td>PCMC</td>
</tr>
<tr>
<td>Clinical Workstation</td>
<td>IHC Patient charting with more features, including message logs, etc.</td>
<td>Supervisor</td>
<td>PCMC</td>
</tr>
<tr>
<td>Results Review/Help2</td>
<td>IHC Patient view of lab results, X-rays, etc on the internet.</td>
<td>Supervisor</td>
<td>PCMC</td>
</tr>
<tr>
<td>Tandem/Help</td>
<td>IHC Patient Charting</td>
<td>Supervisor</td>
<td>PCMC</td>
</tr>
</tbody>
</table>

- Peds IS will assist with all software problems except for the programs with an *. Peds IS will install, and help with basic connection issues.
- A software license is required for each computer where the software is installed. In the event of a system crash it is the responsibility of the user to supply the original software disk and to have backup data files.
- Software licensed to the University of Utah needs to be removed from the computer if it leaves the University. Further use of the software outside of the University is in violation of the license agreement. If you need help with removal call the IS Office.
- Software licensing is covered for the following applications: McAfee, & Citrix. The other applications either require separate licensing or are tracked by user account access.
- If you have any other problems with the functions of the application or forgotten passwords, please call ITS at 587-6000.
Software Policies

Office 97
ITS is turning off general access to the Access 97 application on Monday June 14, 2004. This does not mean users will be unable to use their existing Access 97 databases. Users that need to use Access 97 for specific databases will need to contact the Pediatrics IS Office. We will need to know the name and location of the Access 97 database so that ITS can setup an application via the Application Portal that will give the user or group of user’s specific access to Access 97 and the database they need. The reason for this change: Since we have made Access 97 available to all users we have people creating new databases with this application. Access 97 should only be used to access current databases written in Access 97 that are being converted or rewritten in Access 2003. Microsoft has stopped all support for the Office 97 programs. Users need to use Access 2003 to create new databases and they should be working to convert/rewrite old databases using Access 2003.

File Sharing Software
File sharing software is not allowed at the University or at PCMC (IHC facilities). Examples of file sharing software are: Napster, Gnutella or KaZaA. File sharing software is most commonly used to download music, movies, and other media over the network. Industry representatives aggressively monitor the internet to discover incidents of illegal file sharing. Your machine could be compromised and act as a file-sharing server with or without your knowledge. In addition if you are transmitting copyright material you are participating in a criminal activity that is a violation of federal law.

The University and IHC are running scanning software that can detect and identify your computer. If file sharing software is detected you will be disconnected from the network, and for repeat episodes you could lose your network access.
Management of OSL Software Installation

Division or users that request the Peds IS Office to track software installation.

1. Installation disk and software code keys are kept in IS Office.
2. A list of users that need the software is supplied by the person purchasing the software.
3. Installation is done by the Peds IS Office personnel only.
4. Person ordering software is responsible for keeping record of purchase transaction and an updated list of users authorized for the software.
5. "Home Use Only" from OSL software is not tracked by the Peds IS Office.

Moving an installation – software will be uninstalled from a system before it is installed on another computer.

Offsite installation – all offsite computers that need installation or reinstallation of software must be brought to the Peds IS Office.
The Division is responsible for verification from the transcription service that the data is encrypted when it is transmitted to them as well as a signed Business Agreement.

If a division works through the Pediatrics IS office the following requirements must be met:

**Dictation Company Responsibilities:**

1. They will connect to the Pediatric Dictation Server and transfer the files via SSH software, which is secure 128 bit encryption software.
2. Responsible for requesting password change if needed in the case of a disgruntled or separated employee.
3. Keep a copy of the transcription transmitted to the dictation server for 24 hours after it has been transferred to the server for backup purposes.
4. Provide a single point of contact for the transcription service to Pediatric IS office for support coordination, password changes, connectivity issues, etc.

**Division Responsibilities:**

1. Completed Business Agreement with the transcription service.
2. Provide two people to be setup for access to the dictation server. The assigned person would connect to the Pediatrics Dictation Server and move the files from the division specified directory on the dictation server to a common directory located on the SAN. The files should be moved off of the dictation server within 24 hours excluding weekends. This ensures the data to be secure, accessible, and backed up.
3. The individual divisions will be responsible for maintaining the dictation that they receive from their transcription services.

**IS Responsibilities:**

1. Coordinating with the pediatric division and the transcription company. Help with initial software setup information and connection.
2. Setup the division contacts for access to the dictation server.
3. Maintain user accounts and password changes.
4. Maintain physical server including nightly backups
5. Track and change passwords quarterly for the transcription services. The Pediatric IS office will notify the transcription service of the new password when it has been changed.

The procedure is HIPAA compliant.
Purchasing University Computer Equipment

Purchase of University computer equipment requires a letter to the Vice President including a market value price quote obtained from Clifton Grindstaff, (801-581-7917) at Property Surplus. You must also include a completed Retirement Transfer form with the letter.

Once the computer purchase is approved by the Vice President’s office you can take the computer with copies of the letter and Retirement Transfer form to Clifton at Property Surplus for mandatory software removal due to the University licensing agreement. Any patient data will also need to be removed prior to leaving the University. You would then purchase the computer through Property Surplus at the time of the software removal.