



Office of the Commissioner

Workforce: Acceptable Use of Computing and Electronic Systems Policy

Policy #: DHHS-06-15

Issue Date: April 14, 2015

I. SUBJECT

Workforce: Acceptable Use of Computing and Electronic Systems Policy

II. POLICY STATEMENT

The Maine Department of Health and Human Services (the Department) will use reasonable and appropriate safeguards to maximize the security and privacy of our consumer's electronic protected health information ("ePHI") and other confidential information collected, used or maintained (together, Protected Information, or "PI"). Our workforce may only use our computers or electronic systems for the benefit of the Department or as permitted by the Department policy, and consistent with OIT Security Policies.

Purpose: Users of computing devices who access or use the Department's electronic resources share responsibility for maintaining the security of our PI, as well as our confidential business information. The workforce members of the Department acknowledge and agree that the receipt and protection of PI in any format is a privilege that we take seriously. The Department will use reasonable and appropriate efforts to ensure that our workstations are not used for unauthorized purposes or accessed by unauthorized individuals. This policy applies to any workstation, including on-site venues, such as in a Department office, and off-site venues, such as in a home, car, or other non-Department setting.

Scope: This policy applies to workstations, which are defined as any setting where the workforce member creates, uses, discloses, maintains or accesses PI or confidential business information, including on a computing device such as a desktop, laptop, tablet, and hand-held device, whether stand-alone, connected to a network, wired or wireless, owned by our office or by the individual user. This policy applies to all individuals, regardless of pay source, who access the Department's PI electronically.

III. PROCEDURE

Workforce Member Workstations

- A. Only officially approved software may be run on user workstations.
- B. Only authorized technology professionals are permitted to download software from the Internet for system or software upgrades and protections when approved by OIT.
- C. Department workforce members will use reasonable and appropriate safeguards at their workstations to protect the PI on their computers or electronic devices from unauthorized viewing or disclosure, such as turning screens away from the public, not leaving portable devices in unsecure locations, locking up portable devices containing

or used to access PI when not in use, keeping liquids away from computers or devices containing PI, and locking office doors and cabinet or storage drawers holding portable media containing PI, when leaving at the end of the work day.

- D. The Department will ensure that workforce members who are granted access to a workstation create a strong password for protection of the PI and/or confidential business information located on the computer or portable media. Password policy specifics include:
 - 1. Abiding by OIT password security policies; and
 - 2. Not revealing or sharing the password with others except as required by the office director for continuity of care, internal business operations or legal purposes.
- E. Users may only download data or information from the internet to their workstation or media as authorized by OIT for the benefit of the Department or its clients.
- F. Department office directors may permit use of the internet from workstations for incidental personal use, as long as it does not interfere with work productivity, is not illegal or offensive, and does not otherwise conflict with this or another Department or OIT privacy or security policy.
- G. No PI relating to a client or consumer may be referenced or mentioned on any form of social media unless specifically authorized in writing by the patient and where approval is granted by both the Director of Healthcare Privacy and the Office Director.
- H. All workforce members will receive training regarding the reasonable and appropriate safeguards required by the Department to safeguard PI.
- I. Intentional misuse of a workstation or failure to maintain workstation safeguards will result in investigation and application of our Privacy and Security Sanctions Policy.

IV. DEFINITIONS

Protected Health Information (PHI) is information about a patient, including clinical or demographic information that may identify a patient, which relates to the patient's past, present or future physical or mental health or condition, related health care services or payment for health care services. Electronically maintained Protected Health Information is called ePHI.

V. DISTRIBUTION

All Staff via e-mail and posting on the Department Intranet.

April 14, 2015

Date



Mary C. Mayhew
Commissioner