### PURPOSE:

To establish guidelines for proper use of all forms of electronic mail systems and for proper use of Internet access through computer networks established by DCH System. Because of the unique nature of e-mail/Internet technology, challenges are presented to organizations such as DCH System to protect its computer networks from intended or unintended damages and to protect its business interests with respect to proprietary data and programs and the protected data in its electronic records. Therefore, all users of the computers networks must agree to follow these guidelines to be granted access.

### OVERVIEW:

Electronic mail (“e-mail”) is defined as an office communications tool whereby electronic messages are prepared, sent and retrieved on personal computers.

Internet technology is defined as communications tools whereby business information, reference material and messages are sent and retrieved electronically on personal computers. These technologies may also be applied to the internal DCH System “Intranet”. These services are typically Web browsers (http), e-mail (smtp), file transfer (ftp), and news groups (nntp).

### PERSONNEL:

This policy applies to employees, contractors, consultants, temporaries, and other workers at DCH System, including all personnel affiliated with third parties.

### STANDARD:

IM.2, HIPAA Privacy & Security Regulations

### GENERAL INFORMATION

### POLICY:

DCH System e-mail/Internet technology services are provided to support patient care, business communications, clinical research, education and advanced computing technologies for all institutions connected to the DCH System wide-area network. In addition, email/Internet resources are used specifically to engage in business/healthcare communications with other organizations of similar interest.
This policy establishes the user guidelines for persons’ assigned access to the DCH System based e-mail Internet technology accessing the e-mail/Internet technology through the DCH System wide area network. “DCH System staff” shall be defined for this policy as employees, volunteers, interns, and contracted personnel of DCH System, its owned and affiliated clinics and practices.

DCH System e-mail System and Internet technology is to be used for business purposes only as defined by DCH System and departmental policies. All e-mail/Internet messages and transactions, including activity logs, are considered corporation records and should be transmitted only to individuals who have a business need to receive them. While DCH System does not intend to regularly review users’ e-mail/Internet activity, users have no right or expectation of privacy in e-mail or the Internet. DCH System owns the computer and software making up the e-mail and Internet systems and permits users to use them in the performance of their duties. E-mail messages and Internet activities are to be treated like shared paper files, with the expectation that anything in them is available for review by authorized representatives. Additionally, as corporate records, records of e-mail/Internet activity are subject to disclosure to law enforcement or government officials or to other third parties through subpoena or other process, including “Freedom of Information Act” requests. Consequently, users should always ensure that the business information contained in e-mail/Internet messages is accurate, appropriate and lawful.

E-mail/Internet messages by users may not necessarily reflect the views of DCH System, its Officers, Directors, or Management. Abuse of the e-mail or Internet Systems, through personal use, or use in violation of law or in violation of DCH System policies, will result in disciplinary action, up to and including termination of employment and withdrawal of privileges.

**ACCEPTABLE USE**

Communications to support patient care, business communications, clinical research, education, and advanced computing technologies.

Communication and exchange of information for professional development, and to exchange or debate in a field of knowledge.

Use for government-advisory or standards activities related to DCH System research education or business activities.

Use for administrative business communications.

Sharing of Medical Information.
UNACCEPTABLE USE

DCH System is committed to providing an environment that is free of discrimination, including sexual harassment and other unlawful activities. No information should be viewed or stored on DCH System's computers, which creates an offensive work or educational environment. To this end, harassing or obscene messages, pictures and/or materials must not be transmitted over the e-mail or Internet system on the DCH System network on or offsite. Inappropriate messages, pictures, access, and/or materials include but are not limited to:

1. Fraudulent messages. Messages sent under an anonymous or assumed name with the intent to obscure the origin of the message.

2. Harassment messages. Messages that harass an individual or group because of their race, sex, religious beliefs, national origin, physical attributes or sexual orientation.

3. Obscene messages. Messages that contain obscene or inflammatory remarks.

4. Sites that contain inappropriate adult content to include pictures, graphics, or stories.

DCH System reserves the right to utilize software that will prohibit or monitor access to sites with 'Adult content' and other sites with questionable content. Users are advised that all e-mail and Internet traffic may be monitored by the Information Systems department. Attempts to access pornographic material may be documented in an Unusual Occurrence Report.

Users should not use Internet e-mail resources for personal or private business activities. Personal, for-profit activities (e.g., consulting for pay, sale of DCH System assets) are prohibited. All e-mail messages are the sole property of DCH System and they may be confiscated at any time for verification of appropriate use.

Electronic chain letters and other forms of non-business related mass mailing are prohibited.

To prevent DCH System computers and the network from being infected with a virus, users who download files from the Internet must have a workstation anti-virus program running during the file download.

Users must honor rules of copyright and personal property, and refrain from duplicating copyrighted information, including software, using Internet resources.

E-mail or Internet technology is not to be used for solicitation of any kind.
Patient Information or Employee or Benefit Plan Information is not to be transmitted via the Internet without proper encryption by the Information Systems Department.

USER RESPONSIBILITIES

All DCH System's computer users should assume that their e-mail messages will be saved and/or printed and could be seen by someone other than the original addressee including archive records within Information Systems. Deleting an e-mail record will not ensure that all copies of the correspondence do not exist.

Users are also reminded that log-on and other passwords may not be shared with any third party, nor may they be shared with another user.

E-mail transactions are not guaranteed privacy. DCH System reserves the right to monitor and view all email transactions utilized on DCH System's computers. DCH System reserves the right to disclose user e-mail messages or Internet activity records to law enforcement or government officials or to other third parties, without notification to or permission from the user sending or receiving the messages. As a condition of initial and continued use, all users consent to DCH System review and disclosure of e-mail messages and Internet activity records.