



BYOD Guide

Considerations for Developing Your Bring Your Own Device (BYOD) Policy for PointClickCare Secure Conversations™

Bring Your Own Device (BYOD) is a trend that is redefining what it means to provide true collaborative care.

To ensure the confidentiality of protected health information (PHI) for residents and their families, healthcare providers need to establish and communicate policies for the use of personal mobile devices in the home environment.




This guide can aid you in determining the policies and procedures that will best meet the needs of your care providers while maintaining the standard of HIPAA compliance.

The use of mobile devices such as cell phones, Smartphones, and tablet computers have become commonplace within our everyday personal and professional lives. Healthcare providers understand that employees often utilize their personal devices to communicate with fellow team members and practitioners. However, bringing personal devices into the healthcare setting raises a number of health, safety, and privacy concerns.

In order to incorporate the use of personal devices in your organization, take the following into consideration:

- Use of personal devices may not be appropriate for all employees. What staff members in your organization can benefit from using personal devices to communicate in real-time?
- All personal devices must be pre-approved by your Information Security Department. Who will provide approval for the use of individual personal devices?
- When using personal devices at work, you must exercise discretion as mobile devices may interfere with your productivity and be distracting to others. When and where you may use personal devices within the facility's property is subject to the facility's general policy covering the usage of mobile devices. Use of mobile devices near certain equipment, or in certain areas of the building, may be prohibited. Where and when is it suitable for staff to use their personal devices at work?
- The confidentiality of protected health information (PHI) must always be a primary concern. Traditional text messaging or multimedia-messaging services do not meet HIPAA compliance standards. Only solutions like PointClickCare Secure Conversations protects confidential data while meeting those standards.
- PointClickCare Secure Conversations is a secure, real-time message application that deletes messages from both the sender's and the receiver's devices, authenticates users under the facility's policies, and offers a method to archive and audit all sent messages. This is the only approved method for exchanging text messages with PHI. What protocols do you have in place to ensure the proper storage and archiving of text messages?
- What new training sessions/materials do you need to provide to staff to ensure they are fully aware of the policies you put into place? Should staff sign a document to acknowledge that they have read and agree to the terms of your policy? Consider renewing the acknowledgment signature on an annual basis as your policies will likely need to be reviewed and updated annually.
- In addition to basic text messages, what other types of information/files are staff permitted to exchange, such as photos and video? Work related pictures, video, voice files, and other data must be sent within the PointClickCare Secure Conversations application. This information is never to be permitted to reside on the local storage of a personal mobile device.

Other rules for BYOD policy consideration:

-  You may not download any application that interferes with the functionality of PointClickCare Secure Conversations.
-  Company policy prohibits screen capture or sharing PHI with users who are not bound by the facility privacy policy.
-  All data transmitted for work related purposes via personal devices is the organization's sole property. Accordingly, the organization has an absolute right of access to all of the data sent and may exercise its right whenever it is deemed appropriate by the facility management.

- 🔒 You have no right of privacy with respect to personal devices brought to the workplace and staff may review your personal devices and messages sent via your personal devices whenever it is deemed appropriate by management.
- 🔒 If your personal device is lost or stolen you must notify your manager immediately so that the data stored in your PointClickCare Secure Conversations account can be remotely wiped from that mobile device.
- 🔒 You should implement a password on all personal devices used in the workplace to ensure that third-party access to your content is limited.
- 🔒 Your use of personal devices on company property is subject to the general policy safeguarding against cross-contamination and other patient health concerns.
- 🔒 Disposal or sale of your personal device should be done only after you've fully removed all company and resident related content, including the PointClickCare Secure Conversation application.
- 🔒 If your employment is terminated, you must remove all company and resident related content, including the PointClickCare Secure Conversations application, from your personal device.
- 🔒 All costs associated with your personal devices shall be borne by you; provided, however, that the company shall pay for your access to PointClickCare Secure Conversations.
- 🔒 Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.
- 🔒 Questions about this policy should be directed to the appropriate facility staff member. Questions about PointClickCare Secure Conversations should be directed to the appropriate facility staff member in charge of implementing and maintaining PointClickCare Secure Conversations.

Disclaimer: THESE SAMPLE POLICIES ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY AND SHOULD NOT BE RELIED ON AS LEGAL ADVICE. WE SUGGEST YOU CONSULT WITH LEGAL COUNSEL BEFORE IMPLEMENTING THE SAMPLE POLICIES AS CERTAIN TERMS AND PROVISIONS THEREIN MAY NOT BE APPROPRIATE FOR YOUR ORGANIZATION'S PARTICULAR SITUATION.

About PointClickCare

PointClickCare helps healthcare providers meet the global challenges of senior care by enabling them to achieve the business results that matter – delivering the highest quality of care at the lowest cost. PointClickCare's cloud-based software platform connects healthcare providers across the senior care continuum, providing easy to use, regulatory compliant solutions that support a coordinated, person-centered approach to care delivery. Over 9,000 long term and post-acute care homes use PointClickCare today, making it the North American market leader and Electronic Health Record platform of choice for the senior care industry.

For more information, please contact us at: info@pointclickcare.com



PointClickCare Version 3.7 is now compliant with the ONC 2014 Edition criteria and was certified as an EHR Module on October 23, 2013 by the Certification Commission for Health Information Technology (CCHIT®).



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