

**DISTRICT 2 PUBLIC HEALTH  
PURCHASE OF WIRELESS DEVICES AND USAGE SENSITIVE SERVICE PLANS  
POLICY #195  
EFFECTIVE NOVEMBER 1, 2017**

**1.0 PURPOSE**

The purpose of this policy is to manage the use and minimize the cost of wireless devices and usage sensitive service plans as well as to provide guidelines for maintaining adequate documentation to ensure that this purpose is met.

**2.0 AUTHORITY**

District 2 Public Health policy is published under the authority of the District, applies to all employees within the District, and is in compliance with the following:

- 2.1 District 2 Public Health Policy No.183, HIPAA Policy on Confidentiality, section Mobile Devices;
- 2.2 District 2 Public Health Policy No. 190A, Information Technology Equipment Purchasing;
- 2.3 DPH Policy No. AM-01010 Use of State Property Policy;
- 2.4 DPH Policy No. HR-03601 Standards of Conduct and Professional Appearance;
- 2.5 DPH Policy No. IT-13005 Use of Computer Equipment, Wireless Devices, and Internet Policy; and
- 2.6 DPH Policy No. IT-13008 Overall Information Security Policy.

District 2 Public Health policies can be accessed at [www.phdistrict2.org](http://www.phdistrict2.org) under "Employee Resources". DPH policies can be accessed at [www.gadphintranet.com](http://www.gadphintranet.com) under "PHIL".

**3.0 DEFINITIONS**

- 3.1 **Usage Sensitive Service Plans** – those service plans whose recurring charges are based on a per unit measure such as minutes used or per occurrence of use.
- 3.2 **Wireless Devices** – devices that receive and /or send transmission using wireless technology.
- 3.3 **Fixed** – equipment connected by physical wiring to a cabling infrastructure.
- 3.4 **Security** – provision that assures safety, protection or defense of voice, data or video transmission of confidential or sensitive information.

**4.0 POLICY**

- 4.1 District 2 Public Health will manage the use and minimize the cost of wireless devices and usage sensitive service plans by assigning devices to employees in certain job functions. These job functions include:
  - 4.1.1 Conducting business while traveling between and while at appointments;
  - 4.1.2 Coordinating public health emergencies; and
  - 4.1.3 Providing consultations to nurses.

- 4.2 Group plans that allow for unused minutes to be pooled for the use of the group will be selected. The group plans selected will have the minimum number of minutes per device needed for the job functions of the program or health department.
- 4.3 Approval from the IT Department must be received before wireless devices and related usage sensitive service plans can be purchased.
- 4.4 The following usages are prohibited;
  - 4.4.1 Using a device for personal reasons (except in emergencies or extenuating circumstances);
  - 4.4.2 Use of charge based directory assistance, such as 411 and (area code)-555-1212;
  - 4.4.3 Use of 511, 900, and 976 numbers, unless job related;
  - 4.4.4 Use of charge based devices in areas where fixed devices are readily available, and
  - 4.4.5 Personal use software/applications/downloads.
- 4.5 Service bills must contain detailed billing identifying each cellular call or other usage sensitive service by the wireless device incurring the usage.
- 4.6 The right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored is expressly reserved, to the maximum extent permissible by law, without further notice to employees.
- 4.7 Service plans will be reviewed periodically to assess and ensure continuing need, proper usage, and adherence to the guidelines set forth in this policy. Any review that identifies abuse of this policy will result in termination of cell phone privileges, reimbursement to the county health department/program for any unauthorized charges, and possible disciplinary actions.
- 4.8 Reimbursement for the purchase of personal wireless devices and/or for the use of personal service plans is prohibited.

## **5.0 PROCEDURE**

- 5.1 Employees with assigned wireless devices must:
  - 5.1.1 Email the direct supervisor, if in an emergency or extenuating circumstance, a personal call is made. The email should be received within the month of the call and explain the reason the call was made;
  - 5.1.2 Email the IT Help Desk ([D2ITHelpdesk@dph.ga.gov](mailto:D2ITHelpdesk@dph.ga.gov)) if a device is not functioning properly;
  - 5.1.3 Maintain the physical security of the device;
  - 5.1.4 Inform the IT department designee and their supervisor immediately if their device is lost or stolen;
  - 5.1.5 Work closely with their supervisor to ensure that all requirements of this policy are met.
- 5.2 County Office Manager must:
  - 5.2.1 Login to the vendor's website to view the monthly service bill online;

- 5.2.2 Print the monthly service bill. Sign, date, write the county name, and notate actions taken on the first page of the monthly service bill. Maintain a file of the monthly service bills, including the detailed call summary;
  - 5.2.3 Scan the top signature page to accounting within 2 business days of receipt of the monthly service bill, exception made for Rabun County;
  - 5.2.4 Conduct an annual review of assigned wireless devices and related service plans to ensure that the devices and the service plan align with the job requirements of the employee(s) using the device; and
  - 5.2.5 Work closely with the employee(s), information technology (IT) department designee, and the accounting department designee to ensure that all requirements of this policy are met.
- 5.3 Environmental Health Lead Supervisors must:
- 5.3.1 Login to the vendor's website to view the monthly service bill online;
  - 5.3.2 Print the monthly service bill. Sign, date, write the county name, and notate actions taken on the first page of the monthly service bill. Maintain a file of the monthly service bills, including the detailed call summary;
  - 5.3.3 Scan the top signature page to Environmental Health Director or Environmental Health Deputy Director for approval;
  - 5.3.4 Conduct an annual review of assigned wireless devices and related service plans to ensure that the devices and the service plan align with the job requirements of the employee(s) using the device; and
  - 5.3.5 Work closely with the employee(s), information technology (IT) department designee, and the accounting department designee to ensure that all requirements of this policy are met.
- 5.4 Directors must:
- 5.4.1 Establish direct communication with supervisors to ensure that monthly service bills are reviewed and appropriate actions are taken;
  - 5.4.2 Approve the monthly service bill, sign, date, and submit the bill to accounting for payment;
  - 5.4.3 Oversee the annual review of assigned wireless devices and related service plans to ensure that the devices and the service plan align with the job requirements of the employee(s) using the device; and
  - 5.4.4 Ensure that all requirements of this policy are met by assigned employee(s).
- 5.5 Designee from Information Technology (IT) must:
- 5.5.1 Maintain an inventory of all wireless devices that list each individual device, the service provider for such device and the individual (or in the case of shared wireless devices, the identifiable department) to which the device is assigned. Such inventory must be kept current;
  - 5.5.2 Oversee the approved purchase, deployment, maintenance, and termination of these devices;
  - 5.5.3 Assist the accounting department designee in contacting the vendor annually to ensure that the best rate per device is obtained; and

- 5.5.4 Work closely with the employees, the accounting department designee, the county health managers, lead supervisors, and program directors to ensure that all requirements of this policy are met.
- 5.6 The accounting department designee must:
  - 5.6.1 Receive and review the original bills to ensure that there are no charges for taxes and that the plan is billed as a government plan. Rabun County Health Manager will receive and review service bills for Rabun County Health Department;
  - 5.6.2 Prepare interoffice bills when more than one county health department or program is listed on a service bill, submit original bill(s) to directors and request approval;
  - 5.6.3 Submit approved bills for payment to assigned accountant within two days of receipt of the original bill;
  - 5.6.4 Conduct an annual cost analysis of the service plans;
  - 5.6.5 Assist the IT department designee in contacting the vendor annually to ensure that the best rate per device is obtained; and
  - 5.6.6 Work closely with the employees, the IT department designee, the county health managers, and program/department managers to ensure that all requirements of this policy are met.

**APPROVAL:**

  
 Pamela Logan MD, MPH, MA

10/31/17  
 Date

REVISION #	REVISION DATE	REVISION COMMENTS
0		Initial Issue