

POLICY TITLE: ACCEPTABLE USE OF ELECTRONIC RESOURCES**Former Policy Title:****POLICY PURPOSE:**

To describe acceptable and prohibited uses of Lancaster General Health (LG Health) electronic information resources.

POLICY STATEMENT:

By using or accessing any LG Health e-resource, users agree to comply with this Policy and other applicable LG Health policies, as well as all federal, state, and local laws and regulations.

LG Health e-resources are provided for authorized purposes in conducting business consistent with the mission, vision and values of the organization. Only limited personal use of its e-resources by authorized users is acceptable. Such personal use must be incidental and may not cause additional costs, interfere with an employee's work or that of others. Above all, use of e-resources for personal purposes is always a privilege, not a right, and may never interfere with use for bona fide business purposes.

Each user is responsible to utilize e-resources appropriately and to protect these resources from unauthorized access or use. Each user is personally responsible for actions taken when connected to the LG Health network or Internet.

LG Health has the right to monitor the use of its e-resources. Users do not have a right to expect that their use of e-resources are private or confidential. LG Health may access, search, and monitor e-resources and the data or information accessed, created, processed, communicated, distributed, maintained, stored on or deleted from e-resources to support operational, maintenance, auditing, security, and investigative activities.

Users are expected to respect the rights and property of others, including privacy, confidentiality and intellectual property.

Users are expected to cooperate with LG Health to investigate potential unauthorized and/or illegal use of e-resources.

Users must report any suspicious Internet or e-mail activity, potential data loss, password compromise, or other problems that may impact e-resources to Information Systems (IS) Security via calling the IS Help Desk. Suspected phishing emails should be reported by forwarding a copy of the email to phishing@lghealth.org or through the use of the 'Report Suspicious Message' button in Outlook email.

POLICY TITLE: ACCEPTABLE USE OF ELECTRONIC RESOURCES

APPLICABILITY/SCOPE/EXCLUSION:

- Anyone who accesses or uses any LG Health electronic information resources (herein referred to as “**users**”). Examples include employees, students, clinical staff, direct or indirect affiliates, and individuals accessing its wired or wireless networks.
- All LG Health electronic information resources (herein referred to as “**e-resources**”). The following are examples of e-resources: e-mail, voice mail, Internet, and all computers, systems, equipment, software, networks, copier/fax and computer facilities owned, managed, or maintained by LG Health for the handling of data, voice, television, telephone, or related information;
- Access or use of e-resources from a computer or other system not controlled or maintained by LG Health; and,
- The creation, processing, communication, distribution, storage, and disposal of information under LG Health’s control.

DEFINITIONS: N/A

PROCEDURE:

PROHIBITED ACTIVITIES:

The following is a list of **prohibited** activities whenever using or connected to a LG Health Network. This list may not be all inclusive and subject to change from time to time. Any exceptions to this policy must be approved by the user’s Supervisor in addition to IS Network Security and/or the Information Protection & Assurance Department.

- Access streaming radio, music, or video over the Internet for non-business purposes (including over LG Health provided wireless networks).
- Alter system software or hardware configurations.
- Accessing or attempting to access electronic resources without proper authorization, or intentionally enabling others to do so.
- Misrepresent oneself as another individual in electronic communication.
- Install, copy, distribute, or use digital content (including software, music, text, images, and video) in violation of copyright and/or software agreements or applicable federal and state law.
- Engage in conduct that interferes with others’ use of shared electronic information resources.
- Use e-resources for commercial or profit-making purposes or to represent the interests of groups unaffiliated with LG Health.
- Access or disclose confidential electronic information that one does not have the authority to access or disclose.
- Knowingly use e-resources for illegal activities. Criminal or illegal use may include obscenity, child pornography, threats, harassment, copyright infringement, organizational trademark infringement, defamation, theft, identity theft, and unauthorized access.

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- Users within the LG Health network leveraging VPN's, tunneling software or taking remote control of devices outside of the LG Health network by any method not approved by IS, i.e. casual use of GoToMyPC.com, LogMeIn.com. Access internal PC's from outside the organization by any method not approved by IS.
- Auto forward messages to external email account or text.

REVIEW AND VIOLATIONS:

LG Health will use a Web filtering system to block access to inappropriate content from the Internet. There is no guarantee that all inappropriate sites will be blocked by the filter. Therefore, users have an obligation to report accidental exposure to offensive content to the IS Security via contacting the IS Help Desk.

Violation of this policy constitutes unacceptable use of e-resources and may violate other LG Health policies and/or state and federal law. Any user who is aware of a known or suspected violation must report it immediately to their Supervisor. Anonymous reporting is available by calling the LG Compliance AlertLine at 1-215-726-6759.

Violations will be acted upon by appropriate LG Health management and/or law enforcement agencies. Violations may result in the restriction or revocation of access to LG Health e-resources, disciplinary action, and/or legal action.

LG Health may suspend, block, relocate to a secure location, or restrict access to information and any e-resource when necessary to protect the confidentiality, integrity, security, or functionality of e-resources or to protect LG Health from liability.

ROLES/RESPONSIBILITIES: N/A

APPENDICES: N/A

FORMS: N/A

REFERENCES: N/A