

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 6: Patient Care

POLICY: 6.030

SUBJECT: Computer and Internet Access for OSH Patients

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SUPERINTENDENT

DATE: AUGUST 1, 2011

I. POLICY

Oregon State Hospital (OSH) supports patients' responsible use of computers and the Internet/World Wide Web and any technology that has Internet and/or computer capability. Patient access and use of computers and any of these items and the Internet shall be guided by policy and may be limited by program area or individual patient issues as determined by their Interdisciplinary Treatment Team (IDT). The use of a computer may be listed as a strength or intervention in the Master Treatment Care Plan (MTCP) if the computer or Internet use is part of active treatment. Access and use of the Internet by OSH patients may include a spectrum of use from unsupervised personal use in the privacy of their own room to complete restriction from the Internet. Access of the Internet by patients using Department of Human Services (DHS)/Oregon Health Authority (OHA) computers is exclusively for clinically based needs (education, job search, information, etc.). Access shall be expanded within the framework that shall be created as additional treatment needs are identified.

Some general guidelines across programs may include:

- A. Psychiatric Recovery Services – Unsupervised Internet access in the community/public areas on unit/floor is allowed.
- B. Forensic Psychiatric Services
 - 1. Harbors: No access to DHS/OHA computers or personal computers is allowed.
 - 2. Psychosocial Rehabilitation: Access to Internet on DHS/OHA computers may be limited based on clinical issues, nature of crime, legal issues, etc. Access can be gradually expanded to a more

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general use as authorized by the IDT. Unsupervised access on patients' own computer is allowed in community/public areas on the unit.

3. Transitional Program: More general access on DHS/OHA computers, unless restricted by the IDT, to include access to educational material, legal material, job search, etc., is allowed. Unsupervised personal Internet access on patients' own computer in private bed areas and in the community areas on the floor/unit is allowed.
- C. Patients requiring exceptional levels of restrictions from Internet use shall have that reflected in their individual Treatment Care Plan along with goals and methods to progressively reduce the restriction as applicable.
- D. Patients may access the Internet only through designated OSH patient computers or individual patient-owned computers as applicable.
- E. Access to the DHS/OHA and Department of Administrative Services (DAS) mainframe is for official hospital business and shall not be accessible to OSH patients.
- F. Computer hardware and software ownership by OSH patients is subject to OSH Policy and Procedure 4.009, Handling Personal Property and Valuables, like any other patient property.
- G. All patient-owned computer hardware must conform to the requirements of OSH Policy and Procedure 8.001, Electrical Equipment.
- H. All patient-owned computer software is subject to the provisions of OSH Policy and Procedure 7.002, Objectionable Material and/or Subjects Unsuitable for Viewing by Patients.
- I. All patient-owned computer software must be licensed to the patient's hardware device and shall not be copied or used on any other computer hardware device. Public domain software is an exception to this policy.
- J. Patient-owned computer hardware and software may be subject to search and audit to determine if a prohibited item is present.
- K. Copyright materials in any form (written, film, electronic, digital, videotape) may not be used except in strict compliance with copyright laws.
- L. Oregon State Hospital-owned computers dedicated to patient use shall be kept in areas accessible to patients.

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- M. Oregon State Hospital employees shall not use hospital-owned computers dedicated to patient use unless assisting a patient.
- N. Oregon State Hospital-owned computers dedicated to patient use shall only use hospital-owned approved software.

II. DEFINITIONS

- A. "Internet" means a communication system using computers which allows access to information held in other computers around the world.
- B. "World Wide Web" is a structured interface to the resources on the Internet. The World Wide Web consists of websites containing web presentations of one or more linked documents called web pages.

III. PROCEDURES

- A. All OSH patients must sign an OSH Internet and Computer Use/Access Contract (see Attachment 1).
- B. Violations of the OSH Internet and Computer Use/Access Contract or of OSH Patient Internet Policy 6.030 shall prompt an IDT review and shall result in the loss or restriction of Internet and/or computer privileges.
- C. Only authorized hospital personnel may have access through the DHS/OHA Local Area Network (LAN).
- D. For Harbors patients, or individual patients with Internet restrictions, requests for information from the Internet should be submitted in writing on the attached OSH Internet and Computer Use/Access Contract to the patient's IDT or to the teachers in one of the school's education computer labs for review and approval.

Clinically inappropriate requests for information from the Internet shall be denied. Any denials shall be addressed in the comment section of the OSH Internet and Computer Use/Access Contract and a copy returned to the patient for review.

- E. Patients using OSH computers shall keep their own computer work in portable storage devices, i.e., floppies, compact disc, DVD, or flash drives, and may not save information to any state computer hard drive.

- F. Resource Room (Educational Classrooms) DHS/OHA Computers Used for Internet Access: Staff in the Resource Room shall supervise Internet access use of computers in their area.
1. For administration purposes, staff shall log into the workstations as OSH-Staff.
 2. The Password for the OSH-Staff account shall be distributed to all staff tasked administering patient log-ins by the Executive Support Services 1 (ESS1) from the Office of Director of Clinical Services.
 3. The format for patient user accounts shall be FirstInitialLast Name (e.g., John Smith would be JSmith). In the case of multiple patients with the same name, the username shall be appended with a number (e.g., JSmith, JSmith1, JSmith2).
 4. When creating patient user accounts, the patient should be available to log-in shortly after the account is created. Until the patient logs into their account for the first time, the account shall have no password.
 5. The patient, not the staff, should type in the patient's user account password on the computer when logging in or creating/changing a password. Passwords are required to be at least three (3) characters in length.
 6. If a patient would like to change their password, they should request assistance from staff. Staff can then ensure that the password gets changed on all resource room computers.
 7. If a Patient's access to the resource room computers is restricted, that patient's user account should be deleted. It can be created again when access to the resource room computers is restored.
 8. Anytime any of the above changes are made, they should be repeated on ALL resource room computers. Examples of changes are: Adding/deleting a patient account, changing a patient account password, a patient logging in for the first time (and setting his/her password).

IV. ATTACHMENTS

Attachment 1 - OSH Internet and Computer Use/Access Contract

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V. REFERENCES

OAR 309-108-0000 through 309-108-0020, Handling of Personal Property of Patients and Residents in State Institutions
OSH Policy and Procedure 4.009, Handling Personal Property and Valuables
OSH Policy and Procedure 7.002, Objectionable Material and/or Subjects Unsuitable for Viewing by Patients
OSH Policy and Procedure 8.001, Electrical Equipment
The Joint Commission, Comprehensive Accreditation Manual for Hospitals

Replaces Oregon State Hospital Policy and Procedure 6.030, *Computer and Internet Access for OSH Patients*, dated 6/20/2006.

OSH Internet and Computer Use/Access Contract

Personal Computer Computer/Internet Patient-Access OSH Computer

Patients are encouraged to use computers for positive connections with family and friends or personnel growth. For example, patients can use the computer for homework from the treatment mall, school, researching discharge placement options, emailing family and friends, and staying connected with the community.

Before using your computer, the unit computer, or the Internet (by any electronic device that has Internet capability), you must agree to abide by the following rules. Your signature and date on this form indicates your agreement to abide by the following expectations:

I agree to not use computers and/or the Internet to:

1. Transmit offensive, threatening, harassing, abusive, or defaming language and/or images.
2. Conduct business or commercial enterprise, engage in commercial activity, or engage in the sale or promotion of any illegal substance.
3. Engage in any gambling, bets, or trading.
4. View, transmit, or download pornographic materials in public or community areas.
5. Violate intellectual property rights by making unauthorized copies of copyrighted, licensed, or otherwise controlled software or data residing on the Internet.
6. Follow copyright and license policies for software (games and programs) – they belong to the owner only.
7. Intentionally transmit worms, viruses, or other harmful programs.
8. Hack into unauthorized computers, networks, or information systems.
9. "Piggyback" or obtain Internet services off of unauthorized servers.
10. Use or install software not already authorized for OSH designated patient computers.
11. Alter or damage computer hardware, software, settings, or data.
12. Invade the privacy of others – contacting people against their wishes.
13. Make computer contact with victims "or engage in any illegal or prohibited activity including activity prescribed by specific court order."

I also agree to respect other clients by:

1. Respecting posted computer time limits and sign-in procedures as applicable.
2. Confining computer sounds to headphones at all hours of the day and to abide by any unit curfews.
3. Not keeping any personal information of other patients in either stationary or portable storage devices, including, but not limited to, photos, addresses, recordings, patient names and/or numbers.

CONFIDENTIAL: This information has been disclosed to you from records where confidentiality is protected by State Law (ORS 179.505) and Federal Law (45CFR, Part 164). You are prohibited from making further disclosure without specific written consent of the persons or as otherwise permitted by law.

ADDRESSOGRAPH

File: Legal
Thin: Do Not Thin
Form #: OHA 76042 MR1 – 08/2011

4. Considering privacy issues, confidentiality concerns, and respecting others while using computers.

- I understand that the use of computers and Internet is a privilege that requires the approval of the IDT.
- I understand that I may have to submit to a review of my computer activities at the request of the IDT.
- I understand that I assume full financial responsibility for Internet services, including fulfilling any contracts even if a unit's reception is inadequate.

Violations of the above rules or of OSH Patient Internet Policy 6.030 will prompt an IDT review and will result in the loss or restriction of Internet and/or computer privileges.

Information to be gathered from the Internet will be used for:

- Personal Use
- Educational Purposes for Classes

Teacher's Signature Date

- Employment Purposes

Employment Specialist Signature Date

- Treatment Purposes (Please Describe) _____

- Other (Please Describe) _____

I agree to these terms:

Patient Signature Date

Case Monitor Date

IDT Review Date

Unit Manager Date

Comments: _____

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