

UF HEALTH SHANDS HUMAN RESOURCES POLICY AND PROCEDURE

POLICY NUMBER: HR.321

CATEGORY: WORK RULES

ISSUED: JANUARY 2009

REVISED: MARCH 2017

TITLE: Electronic Communications (Smart Phones and Tablets)

POLICY: Recognizing the technology advancements that continue to revolutionize workplace communications, UF Health Shands acknowledges the need for appropriate use of smart phones, tablets and similar communication devices for legitimate business purposes, and in limited personal situations.

PURPOSE: To establish guidelines governing the use of smart phones, tablets and other similar multi-application communication devices, for UF Health Shands business, while on site or driving and for personal reasons.

DEFINITIONS: When used in this policy these terms have the following meanings:

- A. Company smart phones, tablets and other electronic devices: Devices purchased with UF Health Shands funds for the business use of the employee.
- B. Personal smart phones, tablets and other electronic devices: Phones purchased or leased individually. The individual pays all charges and fees.

SPECIAL INSTRUCTIONS:

- A. Company Smart Phones, Tablets or Other Electronic Devices
 1. Where job or business needs demand, UF Health Shands may issue a Company Smart Phone, Tablet or other electronic device.
 2. Employees issued these communication devices should serve as role models for proper compliance with this policy.
 3. To ensure respect to others and remain engaged and active during meetings set it to vibrate and refrain from reading or typing. If you are waiting for an important message, let others know in advance.
 4. Using your electronic device while walking through hallways prevents you from making eye contact and greeting others and does not exhibit customer service behaviors.

B. Personal Smart Phones:

1. Use of Personal Smart Phones, tablets or other personal electronic devices should only be used for business, or as you would any other corporate device.
2. Department managers may designate appropriate areas for non-business use of personal smart phone, tablets or other personal devices.
3. Employees should provide family members a work phone number where they can be reached in the event of an emergency.
4. Flexibility and accommodation will be provided in circumstances demanding immediate attention, e.g. true emergencies: children notifying parents after school, etc.
5. Excessive personal calls during the workday, regardless of the phone used, can interfere with team member productivity and patient care and will result in corrective action.

Headphones, ear buds and other personal audio devices not directly required for the employee's work, may not be worn while on the clock or in patient or public areas. When the devices are on, they may impede staff members' ability to respond to calls, alarms, questions or other audio-stimuli. When the devices are worn, but not engaged, they may also impede employee hearing and/or foster the perception that staff member is not concentrating on patient care and customer services. (Including drivers of UF Health Shands vehicles).

Employees must strictly observe signs posted throughout UF Health Shands facilities that restrict the use of smart phones and similar communication devices, as they may interfere with critical medical equipment.

In those areas where there is no patient and/or public contact and where communication with others is not essential, smart phones and other electronic devices may be utilized, but only as approved by the Department Manager.

C. Safety Issues for Smart Phone and Tablets sending Text Messages; legacy pagers or software technology packages use:

1. Employees whose job responsibilities include regular or occasional driving are expected to use any smart phones safely and sensibly while driving. Safety must come first before all other concerns. Employees should not place themselves or their passengers at unnecessary risk to fulfill business needs. When traffic or weather condition warrant, or roads are unfamiliar, employees are strongly encouraged to pull off to the side of the road and safely stop their vehicle before placing or accepting a call. If accepting a call is unavoidable and pulling over is not an option, employees are expected to use hands-free options.

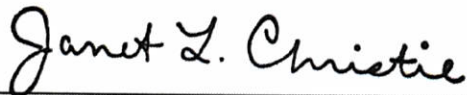
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D. Photography on Personal Electronic Devices:

1. To protect patient and employee privacy and other proprietary information, and except as approved by departments, UF Health Shands prohibits employees from taking smart phone or tablet pictures or doing any visual/audio recording in the workplace the same as it prohibits the unauthorized use of any cameras or photographic equipment.
- E. Violations of this policy will result in corrective action up to and including termination (see Work Rules – [HR.301](#)).

APPROVED:



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