

PATIENT RESTRICTED

Coalinga State Hospital

OPERATING MANUAL

SECTION-HOSPITAL OPERATIONS
ADMINISTRATIVE DIRECTIVE NO. 776
(Replaces A.D. No. 776 dated 11/9/06)

Effective Date: February 8, 2007

SUBJECT: STATE ISSUED PERSONAL COMMUNICATION DEVICES (PCDs)

I. PURPOSE

To ensure compliance with define rules and regulations for State use PCDs. PCDs include but are not limited to: cellular phones, pagers, personal digital assistants (PDAs), and related items or configurations that permit remote communication and/or messaging. To expedite Department of Mental Health (DMH)/Coalinga State Hospital (CSH) business communications when state land-line telephone services are not available or cost effective; during disaster and/or emergency situations.

A. Definitions:

1. In-House Pagers: The Minitor V voice pagers will be solely an in-house paging system. These pagers are not to leave CSH grounds, and will not work beyond our facility.
2. Cellular Telephones: State-issued cellular telephones.
3. Public Safety: The health and welfare of the population of the State of California.
4. Operational Efficiency: Conduct of necessary state business.
5. Emergencies: Natural disasters, such as earthquakes, floods, etc.

II. AUTHORITY

State Administrative Manual Management Memo 06-10: Management of Personal Communications Devices (PCDs); Special Order 260 Cellular Telephones.

III. POLICY

It is the policy of CSH to provide PCD devices to aid CSH staff in conducting official hospital business. PCDs will be issued by the Office Services Supervisor II (OSS II) or their designee.

PATIENT RESTRICTED

IV. METHOD

- A. The OSS II will be responsible for issuing PCDs to appropriate staff utilizing the Telephone Service Request (TSR) form which is to be signed/approved by the staff member's Department Head, as well as the Hospital Administrator or their designee.
- B. The OSS II will also review rate plan analyses provided by PCD contractors and make needed plan adjustments. Plans will not be adjusted to accommodate personal usage. The Hospital General Services Administrator II (HGSAll) shall conduct periodic reviews of plans and usage, and provide recommendations to ensure equipment and plans are the most cost effective.
- C. The OSS II will also have available a pool of cell phones and pagers available to check out via the Office Services Office for staff who need to utilize these items on a short-term basis.

V. RESPONSIBILITIES

- A. **Manager/Supervisor Responsibilities:**
 - 1. Manager/Supervisors have the responsibility for completing the TSR form, with appropriate justification, acquiring the appropriate signatures, and submitting it to the OSS II. The PCD equipment will be issued upon approval of the Hospital Administrator, or their designee.
 - 2. If the manager/supervisor determines that the employee no longer has need of the PCD, the supervisor should return it to the OSS II so it may be reissued.
 - 3. It is the manager/supervisor's responsibility to return to the OSS II any non-working/defective PCD that their employee has turned into them.
 - 4. Manager/Supervisors are responsible for training staff on how to appropriately utilize PCDs.
 - 5. Manager/Supervisors will have the final authority in determining appropriate versus inappropriate messaging.
 - 6. Manager/Supervisor shall be responsible for initiating the reimbursement process from their employees for any personal usage of PCD equipment that result in charges to DMH/CSH.

PATIENT RESTRICTED

B. Employee Responsibility, Acceptable Uses:

1. Staff should only utilize PCD equipment while conducting official business for CSH. It is recognized that there may be times that personal use may be necessary, but this should be kept to a minimal. Abuse of the privilege may result in restriction or removal of PCD equipment. Employee may be held responsible for reimbursement to the State for any personal usage of PCD equipment that results in charges to DMH/CSH.
2. The employee is responsible for the care of the PCD issued to them.
3. The employee may be held responsible for cost of replacing PCDs that are lost, or broken by negligence, etc.
4. Staff is not allowed to make out-of-state or over seas phone calls.
5. Staff should report to their supervisor if their PCD is malfunctioning.
6. Staff is responsible for following governing laws while utilizing PCDs.
 - a. Example #1: HIPPA law forbids anyone from giving out confidential patient information. Staff needs to exercise confidentiality while utilizing Minitor V voice pagers.
 - b. Example #2: Staff is provided hands-free attachments when issued cell phones.
 - c. It is recognized that the use of cellular telephones while driving can be a safety hazard and is against the law in some areas. In areas where use of cellular telephones is unlawful, employee shall not use a cellular telephone while driving. In other areas, employees should exercise good judgment and whenever possible, pull to the side of the road to make or receive a call.
 - d. A cellular telephones is a powerful safety tool. Remember, cellular service may not be available in all areas. When making 9-1-1 calls to report an emergency, remember to give emergency personnel the location of the emergency, i.e., address, cross street, freeway or highway number, and information.



W.T. VOSS
Executive Director