



Internet and Email Policy of Maya Medical Centre

Current as of: October 2023

Introduction:

Maya Medical Centre recognizes the practice team requires access to email and internet to assist in the efficient and safe delivery of health care services to our patients. Our clinic supports the right of staff to have reasonable personal use of internet and email communication in the workplace using the devices and networks provided by the practice.

Practice staff and doctors determine how they communicate electronically with clients, both receiving and sending messages.

Purpose and Objectives:

This policy sets out guidelines for acceptable use of the internet and email by the practice team, contractors, and other staff of Carnegie Medical Centre. Internet and email are provided primarily to assist the team carry out their duties of employment.

Scope:

This internet and email policy apply to the practice team and other staff of Maya Medical Centre who access the internet and email on practice owned devices, including, but not limited to; Desktop Computers, Laptops, iPads, iPhones, and other electronic devices that may be used to perform their work.

Use of the internet by the practice team, contractors and other staff is permitted and encouraged where this supports the goals and objectives of Maya Medical Centre. Access to the internet is a privilege and the practice team, contractors and other staff must adhere to this policy.

Violation of these policies could result in disciplinary and/or legal action, termination of employment, the practice team, contractors, and other staff being held personally liable for damages caused by any violations of this policy.

All employees are required to confirm they have understood and agree to abide by this policy.

Policy content:

The practice team, contractors and other staff may use the internet and email access provided by Maya Medical Centre for:

- any work and work-related purposes
- limited personal use.
- more extended personal use under specific circumstances (see below)

Limited personal use of email and internet

Limited personal use is permitted where it:

- Is infrequent and use is brief.
- Does not interfere with the duties of the practice team, contractors, and other staff.
- Does not interfere with the operation of your general practice.
- Does not compromise the security of your general practice.
- Does not impact on your general practice electronic storage capacity.
- Does not decrease your general practice network performance (e.g., large email attachments can decrease system performance and potentially cause system outages).
- Does not incur any additional expense for your general practice.
- Does not violate any legislation.
- Does not compromise any confidentiality requirements of your general practice.

Examples of what could be considered reasonable personal use might include:

- Conducting a brief online bank transaction
- Paying a bill
- Sending a brief personal email, like making a brief personal phone call

Unacceptable internet and email use

The practice team, contractors and other staff may not use internet or email access provided by Carnegie Medical Centre to:

- Creating or exchanging messages that are offensive, harassing, obscene or threatening.
- Visiting web sites containing objectionable (including pornographic) or criminal material.
- Exchanging any confidential or sensitive information held by the practice § creating, storing, or exchanging information in violation of copyright laws.
- Using internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities.
- Creating or exchanging advertisements, solicitations, chain letters and other unsolicited or bulk email.
- Playing electronic or online games during work time.

Policy Review Statement:

This policy will be reviewed regularly to ensure it reflects the current processes and procedures of Maya Medical Centre and current legislative requirements.