

# TWH internet and email policy

Current as of: 5th March 2019

The Wellness House and The Wellness Family Medical Centre recognise the practice team requires access to email and the internet to assist in the efficient and safe delivery of healthcare services to our patients. The Wellness House and The Wellness Family Medical Centre support the right of staff to have access to reasonable personal use of the internet and email communications in the workplace using the devices and networks provided by the practice.

## Purpose and objectives

This policy sets out guidelines for acceptable use of internet and email by the practice team, contractors and other staff of The Wellness House and The Wellness Family Medical Centre

Internet and email is provided primarily to assist the team carry out their duties of employment.

## Scope

This internet and email policy applies to the practice team, contractors and other staff of The Wellness House and The Wellness Family Medical Centre who access the internet and email on practice owned devices, including, but not limited to internet and network access. This could include desk phones, smartphones, tablets, laptops, desktop computers, iPads and other tablet devices] 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 The Wellness House and The Wellness Family 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 email and internet policy.

## Policy content

The practice team, contractors and other staff may use the internet and email access provided by The Wellness House and The Wellness Family 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:

- infrequent and brief use
- 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 (eg 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

- conducting a brief online bank transaction
- paying a bill
- sending a brief personal email, similar to 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 The Wellness House and The Wellness Family Medical Centre

- 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 your general 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 in work time.

## Policy review statement

This policy will be reviewed regularly to ensure it reflects the current processes and procedures of The Wellness Family Medical Centre and The Wellness House and current legislation requirements.

*Reviewed annually or as required.*

### Disclaimer

The *policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.

Signed.....

Name.....

Date.....