Stabilization and Crisis Unit (SACU)

SACU Guideline:	**Therap Secure Communications** HIPAA compliant exchange of information
Policies:	**DHS|OHA-060-038** Maintaining a professional work place **DHS|OHA-070-004** Acceptable Use of Information-related Technology
Effective Date:	**03/13/13 (revised 02/12/14)**

The **Therap Secure Communications (SComm**) module has been designed to facilitate the exchange of information among co-workers in a secure, HIPAA compliant way.

Using **SComm**, staff members within SACU can exchange messages on administrative, SACU worksite, and individual care related issues. **SComm** is easy to use with general e-mail features like Compose, Reply, Reply to All and Forward. **SComm** messages have additional attributes such as notification level, purpose, type and topic.

DHS has professional boundaries that govern professionalism and technology usage:

Maintaining a professional work place

o   Examples of inappropriate workplace behavior include but are not limited to, comments, actions, or behavior of an individual or group that embarrass, humiliate, intimidate, disparage, demean, or show disrespect for another employee, a manager, a subordinate, a volunteer, a customer, a contractor, or a visitor in the workplace.

o   Number 50.010.03, Complete policy available in ORS 240.145 and ORS 240.250.

Acceptable Use of Information-related Technology

o   This policy outlines acceptable uses of DHS information-related technology. This includes, but is not limited to, all present and future forms of hardware, software, and services for data processing, and office automation (including e-mail, networks, Internet, printers, and other computing devices and applications).

DHS has full control and access to information

Control

DHS reserves, and intends to exercise, all rights relating to information used in its systems.

i.   DHS intends to trace, review, audit, access, intercept, block, restrict, screen, delete, recover, restore, publish, or disclose any information, in accordance with applicable disclosure of information policies.

ii.   DHS may withdraw permission for any or all personal or business uses of its systems at any time without cause or explanation.

iii.   No one shall grant access to systems without DHS authorization. All access shall initially default to "denied." Access shall be granted as needed.

Expectation

- **SComm** will be utilized by all the staff working within SACU residential facilities. The work we do depends on communication, and SComm gives us a place to make that communication happen.

- **General SComm** is a place to discuss facility issues, agency needs, tasks, staff alerts, feedback, and organize work related activities.

- **Individual SComm** is a HIPAA safe place to discuss client related concerns, alerts, appointment details (NPO, pre appointment medications). Most of these individual needs would be put in the t-log, but SComm can be a more direct staff to staff, or staff to management communication.

- **SComm has an attachment feature.** If I need a form, alert, memo or update sent to a person or a group of people from the computer or a scanner, SComm can do that.

- **Therap has a send via SComm feature.** If I am looking at a t-log and I want to discuss what I am viewing with another staff or manager. SComm can do that. (click the send via SComm button at the bottom of the t-log page.)

- **SComm is secure.** If I have a concern and I want to discuss the issue with my manager. SComm can also do that.

- **SComm is helpful.** If I notice the State of Oregon vehicle is due for an oil change, and I want to make the manger aware. SComm can do that.

Prohibited use examples:

- Personal tasks.
- Personal house warming party invite to coworkers.
- Highlight a coworker's perceived error.
- Therap / SComm use during unpaid time or from home.
- Call in sick, request time off, discipline staff.
- Send non-work related material to a coworker. (EX. a funny comic strip).

The uses for Therap / SComm are vast and we hope you enjoy the added communication tool.

Contact:

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