



Information Technology

Purpose

To ensure that all Information and Communications Technology services and equipment at The Royal Children's Hospital (RCH) are planned, developed, managed and operated to optimize patient care and support the RCH to meet our strategic goals.

Scope

This policy applies to all staff/users of RCH ICT

Definition of terms

- **ICT:** Information and Communications Technology
- **Email** is defined as all technologies used to transfer messages, including email, instant messaging and file attachments.
- **Internet** is defined as a worldwide network of computer networks that use the TCP/IP network protocols to facilitate data transmission and exchange.
- **Privacy** relates to personal information that empowers individuals to manage the collection, use and dissemination of personal information about themselves.

Policy

RCH aims to provide all staff with secure and timely access to information and communication services and resources necessary for their work. As a result the RCH is reliant on and committed to ensuring and maintaining a secure, effective and reliable technology infrastructure and architecture.

It is important that all users of RCH information and communication technology are aware of their responsibilities, including, what constitutes acceptable and unacceptable use, access to on-line services and the privacy and confidentiality of patient and staff information.

Technology Infrastructure

The Royal Children's Hospital (RCH) is committed to achieving a level of standardisation across the ICT infrastructure of the hospital in order to:

- Improve responsiveness and reduce support costs, increase equipment interoperability and maximise

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the benefits of volume discounts and lower procurement administration costs.

All information technology and communication equipment must be:

- Acquired in accordance with preferred supplier arrangements and/or following approval of the ICT department and repaired by an appropriate third-party supplier, at the cost and direction of the user department.
- Disposed of only through consultation with the ICT department.

Privacy

The Royal Children's Hospital is committed to ensuring our organisation complies with relevant privacy, confidentiality and security legislation - to protect our clients, our staff and our organisation. As part of this, staff are required to understand their obligations and responsibilities detailed in the Hospital Privacy guidelines.

Disclosure of personal information to RCH employees comes with the responsibility of ensuring that information is not divulged except as appropriate.

Email Usage

Email is a tool for business communications, which staff/users have a responsibility to use in an efficient, effective, ethical and lawful manner. Email is inherently not secure, and sensitive or confidential material should not be sent through the electronic mail system as RCH Email is not encrypted.

RCH provides access to email to assist RCH full time employees, part time employees and contractors to communicate effectively and efficiently with other members of staff, other organisations and government agencies. Email must be used only for authorised RCH business activities. Incidental/limited personal use (which may be monitored) is permissible as detailed within the Email Usage Procedure

Internet Usage

RCH provides internet access to all staff to be used in a manner that is consistent with RCH standards of conduct and as part of the normal execution of an employee's job responsibilities.

Use of the Internet in the following manner is strictly prohibited:

- Transmitting or accessing vulgar, profane, insulting or offensive content including web sites containing objectionable or criminal material such as child pornography.
- Internet-enabled activities, such as gambling, gaming, conducting a business or conducting illegal activities.

The uploading or downloading of commercial software, games, music videos or other intellectual property in violation of its copyright. This applies to all RCH owned portable equipment when accessing the internet outside of of the RCH Network.

Security

The maintenance of the confidentiality, integrity and availability of hospital and patient information is critical to the delivery of quality health-care services to patients and their families

The RCH ensures that appropriate standards are implemented and enforced for

- Desktop, laptop, printer or other devices which must not be physically connected to the RCH computer network without the written approval of the ICT Director.
- Software, other than the Standard Operating Environment, which must not be installed on any workstation connected to the RCH computer network, except with the written approval of the ICT Director.
- Logical and physical access to any RCH computer applications, databases or servers. Access must be authorised by the ICT Director and may only be granted where it can be demonstrated that it is required for the performance of duties.

Communications

High quality communications are essential across RCH. The hospital's communications network consists of communications infrastructure, equipment and standards associated with the transport of data, telephony, and other ancillary communications services, throughout the hospital.

RCH is committed to the management of the communications network, administering appropriate standards to ensure consistency and quality of communications services.

Authorisation by

Executive Director - Operations

Breach of this policy will lead to disciplinary action, which may include termination of employment.

Related procedures

[Information and Communications Technology Procedures](#)

Related policies

- [Communications and Marketing](#)
- [Emergency Management](#)
- [Facilities Management](#)
- [Health Information](#)

Related legislation

- [Freedom of Information Act 1982 \(Vic\)](#)
- [Freedom of Information Regulations 1998 \(Vic\)](#)
- [Health Records Act 2001 \(Vic\)](#)
- [Information Privacy Act 2000 \(Vic\)](#)

References

1. [The ACHS EQUIP 4 Guide](#) (July 2006) Australian Council on Healthcare Standards (ACHS) [Criterion 2.3.4]
2. [AS 13335 \(Set\) - 2003: Information technology - guidelines for the management of IT security](#) Standards Australia
3. [AS/NZS 13594-1998: Information technology - lower layers security](#) Standards Australia
4. [AS/NZS 4444.2- 2000: Information security management - specifications for information security management systems](#) Standards Australia
5. Business and IT Steering Council
6. ICT Strategic Plan

Documentation

[ICT forms](#)

Further information

[ICT](#): 9345 6277

Vision

This policy and associated procedures are integral to the RCH achieving its vision of being a '**GREAT children's hospital, leading the way.**'

Values

- **Unity**
We work as a team and in partnership with our communities.
- **Respect**
We respect the rights of all and treat people the way we would like them to treat us.
- **Integrity**
We believe that how we work is as important as the work we do.
- **Excellence**
We are committed to achieving our goals and improving outcomes.

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