



POLICY & PROCEDURES

REMOTE ACCESS POLICY AUTHORIZED USER COMPLIANCE STATEMENT A-38

PURPOSE

The purpose of this policy is to define standards for connecting to The Children's Medical Center of Dayton (Dayton Children's) network from any host. These standards are designed to minimize the potential exposure to Dayton Children's from damages that may result from unauthorized use of Dayton Children's resources. Damages include, but are not limited to, the loss of sensitive confidential data or intellectual property, damage to critical internal systems, or damage to public image.

POLICY

Dayton Children's enables remote connection to its network for legitimate business purposes. In order to protect the integrity and security of the network all employees, contractors, vendors, affiliate physicians and their office staff with a Dayton Children's-owned or personally owned computer or workstation used to connect to the network must comply with the provisions of this policy.

PROCEDURE

- A. It is the responsibility of Dayton Children's employees, contractors, vendors, physicians and their office staff with remote access privileges to Dayton Children's corporate network to ensure that their remote access connection is given the same consideration as their on-site connection to Dayton Children's.
- B. General access to the Internet for recreational use by immediate household members through the Dayton Children's network on personal computers is not permitted. Remote users must not violate any Dayton Children's policies, perform illegal activities, or use the access for outside business interests. Remote users bear responsibility for the consequences should the access be misused.
- C. Access options are explained in "Remote Access Options and Requirements" found on Dayton Children's Intranet with the *Remote Access Form*. For additional information regarding Dayton Children's remote access connection options, including how to order or disconnect service, add or remove user accounts or troubleshooting, contact the Information Services Help Desk at 641-5293.
- D. At no time should any remote user provide their login password to anyone, including family members.
- E. Remote users must ensure that their Dayton Children's-owned or personal computer or workstation, which is remotely connected to the corporate network, is not connected to any other network at the same time, with the exception of personal networks that are under the complete control of the user.

- F. Anyone remotely accessing Dayton Children's systems found in violation of this policy could be subject to disconnection and possible further disciplinary action.

Responsible VP: VP/Corporate Support
Primary Author: Director/Information Services and CIO

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* = Review without revision



REMOTE ACCESS OPTIONS AND RECOMMENDATIONS

Dayton Children's enables remote computer access to some of our systems via different options. Access to Dayton Children's systems doesn't necessarily indicate total access to all on-site systems. Availability may be limited by technical and security accessibility.

- A. Review the Information Services Remote Access Policy. You are required to read, sign and return the Remote User Agreement and the Request for Remote Access forms to request an installation CD and instructions. Contact the Information Services (IS) Department at 937-641-5293 for instructions regarding the specific access type being requested. This would include log-in security and setup instructions.
- B. Select your connection option:
1. VPN (Virtual private network) Connection
 - a. ISP (Internet Service Provider) required.
 - b. You have a cable or DSL (digital service line) modem, or satellite Internet connection.
 - c. Minimum PC requirements:
 - 1) 256 MB RAM
 - 2) Pentium 4 level processor – running at least Windows 2000
 - 3) CD-ROM Drive
 2. Citrix Connection
 - a. High speed Internet access strongly recommended.
 - b. Minimum PC requirements:
 - 1) 256 MB RAM
 - 2) Pentium 4 level processor – running at least Windows 2000
 - 3) CD-ROM Drive
 3. Web VPN Connection
 - a. High speed Internet access strongly recommended.
 - b. Minimum PC requirements:
 - 1) 256 MB RAM
 - 2) Pentium 4 level processor – running at least Windows 2000
 - 3) CD-ROM Drive
 4. Direct Dial to DCMC
 - a. No ISP (Internet Service Provider) required or if you use AOL.
 - b. A modem and a phone line are required.
 - c. Minimum PC requirements:

- 1) 256 MB RAM
- 2) Pentium-3 level processor running Windows 2000
- 3) 54 kbps or greater modem
- 4) CD-ROM Drive

C. Application Descriptions:

1. PACS (Picture Archiving and Communication System)

- a. PACS provides access to medical images and reports.
- b. Minimum PC requirements:
 - 1) Pentium-4 processor running at least Windows 2000
 - 2) 256 MB RAM
 - 3) Video monitor resolution 1024 x 768 (17 inch monitor or larger)
 - 4) Video card that supports 24 bit color
 - 5) Windows 2000 or XP operating system
 - 6) Microsoft Internet Explorer 6.0.

2. Wellness Connection

- Provides access to patients' lab results, transcriptions, insurance information and demographics.

3. KidsCare Link Browser, system, and connection requirements:

You must use one of the following Internet browsers to access KidsCare Link:

- Microsoft Internet Explorer 5.5 or higher (for Microsoft Windows platforms).
- Mozilla Firefox 1.5x or higher (for Microsoft Windows or Mac OSX 10.2x or higher platforms).
- KidsCare Link requires a minimum screen resolution of 1024 x768 pixels. While you can use a dial-up Internet connection to access KidsCare Link, we recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

4. ORSOS Web Scheduling

- Allows physicians' offices to schedule surgery for their patients at Dayton Children's.

5. HBOC

- Provides access to patient information.

6. SunQuest

- Provides access to lab results.

D. If your computer is part of an organization's network, consult with your organization's IT staff for compliance and compatibility.



Request for Remote Access

Please complete this form for each user requiring remote access to Dayton Children's. Appropriate boxes must be filled in to be processed. This document requires the signature of the physician, office manager, or department director. After completing, submit to the IS Security Administrator, fax number 937-641-5969. If you have questions or problems regarding this form, contact the IS Help Desk at 937-641-5293

<u>User Information</u>	
Name:	Job Title(s):
Physician Practice, Department, or Vendor:	Phone:
Physician Practice or Vendor Address:	

<u>Access Information</u>	
Type Of Access Required: <input type="checkbox"/> Dial Up <input type="checkbox"/> VPN <input type="checkbox"/> Citrix <input type="checkbox"/> Web VPN	
Do you also want access when you're at DCMC? Y/N	
Applications Requested: <input type="checkbox"/> KidsCare Link <input type="checkbox"/> PACS <input type="checkbox"/> Wellness Connection	
<input type="checkbox"/> ORSOS Web <input type="checkbox"/> HBOC <input type="checkbox"/> Sunquest <input type="checkbox"/> Other	
Beginning Date:	Ending Date: (if access is temporary)

Do you need CD media to install? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Circle One: Will pick up CD	Please mail CD to me: <i>(supply address/dept.)</i>
Token Needed? <input type="checkbox"/> Yes <input type="checkbox"/> No	

<u>Reason for Access/Changes</u>	
<u>Authorizing Individual (Physician, Office Manager, or Department Director)</u>	
Signature:	Date:

REMOTE ACCESS AGREEMENT

I, _____, have read and understand The Children's Medical Center of Dayton's (Dayton Children's) Information Services Department Remote Access Policy. As an authorized user, I agree to abide by the sanctions of this policy. I further agree to comply with the confidentiality guidelines stated in the Health Insurance Portability and Accountability Act of 1996 to protect the privacy, confidentiality and security of all patients' medical information. I understand that failure to meet the requirements of these sanctions could result in permanent disconnection from Dayton Children's network. If I have been issued a token for access to any Dayton Children's computer system, I agree to return the token to Information Systems upon termination. If the token is lost or damaged beyond repair while in my possession, I understand that I must reimburse the charge to Dayton Children's.

Name _____

Date _____