Chapter Title	Section #		Subject #
Finance	F		282
Subject Title **Information Systems**	Adopted 4/26/99	Last Revised 4/27/20	Reviewed 11/29/04; 7/28/08; 12/21/09; 12/27/10; 1/23/12; 4/22/13; 5/27/14; 5/18/15; 5/23/16; 02/27/17; 2/26/18; 3/18/19; 4/27/20; 3/22/21

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness.

1.0 Intent

It is the intent of this policy that policies and procedures be established to define applicable standards and guidelines for the organization's generation, management, and utilization of data and information.

2.0 Purposes

The generation, management, and utilization of data and information is generally intended to provide an empirical base for organizational planning, monitoring, evaluation, continuous improvement of performance, decision making and problem solving. Clinical information is intended to ensure accessible, effective, and efficient service to the persons served by The Right Door for Hope, Recovery and Wellness. Information is generated for reporting requirements to best identify needs of the community and persons served by The Right Door for Hope, Recovery and Wellness. Information is also intended for communication purposes, both within the organization and with organizations external to The Right Door for Hope, Recovery and Wellness, including the community at large.

3.0 General Systems Standards

3.1 Confidentiality

Data and information managed by The Right Door for Hope, Recovery and Wellness is subject to rigorous confidentiality standards. The organization will adhere to appropriate ethical, legal and technical safeguards to ensure such confidentiality, including HIPAA, the Michigan Mental Health Code, and other federal regulations.

The organization will ensure appropriate and legal access of information to organizational members and contract vendors, as necessary in the provision of supports and services.

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3.2 Efficiency

The organization will continually strive to maintain efficiency in the collection, use and reporting of data and information. Forms, reporting formats, data entry fields, clinical assessments, and demographic and financial information collection designs and processes will be as minimal as possible, while ensuring optimal adequacy and completeness.

3.3 Access

The Right Door for Hope, Recovery and Wellness organizational members will have access (including, when determined applicable by a supervisor, remote VPN access) to data and information, respecting the confines of confidentiality, necessary to their valid efforts and purposes. The organization will strive to ensure ease and timeliness of access, including electronic technology for the collection and processing of information.

3.3.1 Access Limitations

Employees, upon termination or suspension from employment, shall have no right or access to the contents of The Right Door for Hope, Recovery and Wellness Information System. The Right Door for Hope, Recovery and Wellness management reserves the right to access information in employees' records, files, computer systems, phones and other modes or repositories of information for agency business purposes.

3.4 Technology

3.4.1 The organization will develop and maintain an information system, which uses current technologies in the collection and utilization of data and information. Organizational members will have access to training, equipment, technology, and personnel support to assist them in the processing of information. Specific policies and procedures address the use of electronic information and the Internet. Overarching goals and information related objectives will be addressed in the annual IS plan.

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3.4.2 The Right Door for Hope, Recovery and Wellness Information System is comprised of both technological hardware and software (computers, phones, electronic mail, voice mail, facsimile machines, video equipment, copy machines, etc.), as well as paper documents, files and records. The purpose of the Information System is the generation, management, and use of information to enhance and improve both individual and organizational performance in care, service delivery, governance, management and support processes. The Chief Executive Officer will be responsible for directing, planning, and maintaining the reliability and integrity of the Management Information System to best meet the information needs of the agency.

3.4.3 The Right Door for Hope, Recovery and Wellness shall maintain a telephone system of high quality and service. The telephone will be answered by a receptionist rather than a machine or voice mail during regular business hours. The agency will maintain and advertise a toll-free telephone line, available 24 hours per day which will also be answered live as opposed to machine. The telephone system is provided and funded for The Right Door for Hope, Recovery and Wellness related business purpose, to benefit persons served and the community, and to support organizational members in carrying out their work functions.

3.4.4 The Right Door for Hope, Recovery and Wellness staff working in the field shall have access to a cellular phone to conduct work related business.

3.4.4.1 Distracted Driving: Employees are expected and required to be alert and attentive to their duties at all times, including periods of on-duty driving and equipment operation.

3.4.5 Employee Safety: Employees working in the field shall have access to cellular phones on their person or in their vehicles when deemed necessary as a reasonable safety precaution.

4.0 Security and Confidentiality

The Right Door for Hope, Recovery and Wellness Information Security System is designed to prevent, detect, contain, and correct information

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security breaches. This program will include ongoing risk assessment and security management to ensure the confidentiality, integrity, and availability of The Right Door for Hope, Recovery and Wellness data and systems. The Right Door for Hope, Recovery and Wellness is committed to this effort by assuring that security policies and procedures apply equally to all staff members and to those who have access to confidential information.

The Right Door for Hope, Recovery and Wellness HIPAA security officer is responsible for monitoring the Information Security Program and the application of policies and procedures regarding security.

5.0 Use of Information System Technology

All employees will be provided with opportunity for training in the efficient use of the Information System technology. New employees will be oriented to the currently available technology pertinent to their job functions during their orientation period. Current employees will be oriented to pertinent new technology as it is implemented.

All employees will be apprised of the acceptable uses of the Information and Communication Systems as outlined in the Acceptable Use policy and when applicable, contractors will complete a Business Associate Agreement.

6.0 Protection of Information System

All employees shall be trained in the proper protection of data in the Information System, as is appropriate to their job functions. Physical safeguards, including inability to access certain media (ie CD rom/USB drive) using a specific device or inability to connect an unauthorized device to the internal network will be used.

7.0 Backup

Agency records and/or documents maintained on network storage locations will be backed up following IS departmental backup processes.

8.0 Proprietary

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The Information System is solely the property of the organization. All data communications and information, including electronic messages (e-mail) and voice mail are owned by The Right Door for Hope, Recovery and Wellness, which reserves the right to review the contents of the information system for agency business purpose.

Melissa McKinstry, Board Chairperson	Date		