

# BRAZOS VALLEY COMMUNITY HEALTH CENTERS

## Policies and Procedures

Policy Subject/Title: Computer Remote Access  
Applicability: All Brazos Valley Community Health Clinics  
Purpose:

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### Policy:

It is the policy of the Brazos Valley Community Health Centers (BVCHC) to allow remote computer access to the BVCHC computer network under certain conditions and guidelines when that access will assist with the mission of BVCHC. The BVCHC Information Technology (IT) Director is responsible for the administration of this policy and procedure.

### Procedure:

#### General Provisions:

- Individual BVCHC and Brazos Valley Community Action Agency (BVCAA) staff members, regardless of employment status i.e. direct employee or contract employee, may request remote network access through their department manager using the request form found at Appendix A.
- Requestors and their managers are responsible to ensure the request conforms to an actual business need that enhances the delivery of care and/or directly related support and administrative activities.
- Remote access will be granted for devices approved by the IT Director. The connection and/or use of devices to or on the BVCAA IT Network not approved by the IT Director will be considered a willful violation of policy and may result in disciplinary measures up to and including termination.
- The downloading or introduction of software or executables not approved by the IT Director is a willful violation of this policy. The introduction of malicious code through the requestor's device is a violation of this policy that may result in the revocation of remote access or other appropriate actions by BVCAA.
- No third party access or use of remote access is allowed.
- Non BVCAA/BVCHC use of issued devices or the network is prohibited.
- Each individual, and their manager, understands and positively assures that there is a valid business need to view and/or download any and all Electronic Protected Health Information (EPHI) they access.

- BVCAA/BVCHC and the IT Director may at anytime audit any issued device or device that has been connected to the network for appropriate use.
- All intellectual property created using BVCAA/BVCHC remote access remains the property of BVCAA/BVCHC.
- All anti-virus and firewall protection must be enabled and running when connecting to the network.
- Personal, family, private or commercial use of the remote access is not permitted.
- Users are responsible for the loss or damage to any BVCAA/BVCHC devices.

#### Privacy and Confidentiality:

- Users of remote access and BVCAA/BVCHC devices are required to abide by all State, Federal and local laws and regulations as well as BVCAA/BVCHC policies and procedures pertaining to the protection of Protected Health Information (PHI) and information that resides on the network.
- Proper protective measures should be taken to prevent the unauthorized viewing to include securing materials when unattended and shielding materials physically from view.
- Upon termination of remote access privileges or upon termination of employment all devices, materials, software, hardware, intellectual property, PHI shall be immediately returned.

#### Requesting and Granting Remote Access:

- Individuals requesting remote access will complete a request form, see Appendix A, and give it to their manager.
- The manager will discuss and review the need for remote access with their requesting staff member. This discussion will include a review of this policy and the importance of the protection of PHI, hardware, software and confidential information.
- The manager and requestor will attest in writing on the request form that they have had this discussion, have read and will retain a copy of this policy and fully understand and will adhere to this policy and procedure.
- The manager will then forward the completed and signed request to the IT Director.
- Upon receiving the request the IT Director will review the request form for completeness and evaluate the request based upon appropriate criteria.
- The IT Director will notify the requesting manager and staff member of the decision to grant or decline remote access. If access is denied an explanation will be offered.

- If remote access is granted the IT Director will arrange with the manager and requestor to provide any necessary devices, written instructions to activate remote access and a verbal briefing relating to remote access.
- Receipt's will be obtained for any issued equipment, software and material.

Exceptions:

All requests for exceptions to this policy and procedure, this standards and practices shall be reviewed by the IT Director. Approved exceptions must be documented and maintained by the IT Director.

Appendix A: **Request for Remote Access**

**Name:** \_\_\_\_\_

**Work Email Address:** \_\_\_\_\_

**Employee Number:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Work Location:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Home Address:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Reason You Are Requesting Remote Access:**

**I have read, understand and will abide by the BVCHC "Remote Access" policy and procedure. Your initials here indicate a "Yes" Answer: \_\_\_\_\_**

**I have been given a copy of the Remote Access Policy and Procedure. Initial Here:**

**My manager and I have discussed the policy and the importance of adhering to it. Staff Member initial here: \_\_\_\_\_ Manager initial here: \_\_\_\_\_**

**Requestor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**Manager's Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**IT Director's Decision:**

**Approve/Disapprove (Circle One)**

**Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_**