University of Tennessee College of Medicine Chattanooga and Erlanger Health System
Graduate Medical Education Institutional Policy
Internet Use

Several computers are provided for residents and medical students in the Erlanger Medical Library and the various resident lounge areas. These computers are connected to the hospital's Intranet as well as the World Wide Web (Internet) through a high-speed connection. By accessing the Internet and Intranet on Erlanger computers, residents are able to utilize all the electronic subscriptions to medical journals and databases provided by the Erlanger Medical Library. They can also access the Erlanger On-Line Bookstore (associated with Major Scientific) for purchasing medical textbooks.

Please remember that when you are using a computer at Erlanger, you are using property of the hospital and should conduct yourself in a most professional manner. You are not permitted to use these computers for activities outside your patient care and educational purposes. We acknowledge that you may need to access websites to purchase educational books or resources, and to make travel arrangements to attend national conferences, etc. These uses are reasonable and recognized as such by Erlanger and the UT College of Medicine Chattanooga.

Erlanger Technology Manager assigns a unique user name and password to every resident when each enters the training program. This enables them to access the Internet and the Erlanger Intranet from Erlanger network computers. Erlanger is not an Internet service provider (such as Comcast.com or AOL.com). Residents desiring Internet access from home must establish personal internet accounts with an outside provider. Once residents have a home computer internet provider, they can access Erlanger applications and electronic resources (including Medical Library subscriptions and patient information) through a Physicians' Portal via a "VPN" (Virtual Protection Network) connection. Virginia Cairns and her staff in the Medical Library (778-7498) assist residents in initially setting up their resident user accounts for Internet access within the hospital as well as providing instructions for using the VPN access from home.

Erlanger's current server does not allow the hospital to issue individual e-mail addresses to residents. If you have a home computer but do not subscribe to an Internet provider at home or have Internet e-mail, check with your Residency Program Coordinator about obtaining e-mail addresses through various "free" services on the web (e.g., Physician Online or Yahoo). If they cannot help you, contact the Erlanger Medical Library at 778-
7498 and ask either Virginia Cairns, Library Manager, or one of the library staff members. One of them can assist you if you have questions.

UT Memphis offers to provide a UT web email account to each UT College of Medicine Chattanooga residents (per UT Memphis administration at our 2005 Resident Orientation). Please contact the GME Office (778-7442) for instructions about setting up that account.

**Proper Usage of the Internet**

Users of Erlanger-provided Internet must follow specified protocols and procedures. Erlanger Health System provides connections to the Internet via Erlanger network computers for employees and residents for the purpose of conducting Erlanger business and providing quality patient care. Administration and operation of such connections will be performed by the Technology Management Division. Users of Erlanger information are responsible for treating Erlanger information as Erlanger property and only access information or facilities to which they have been specifically authorized. Access to the Internet will be permitted only through Erlanger approved and administered methods. These methods include use of the existing Intranet / Internet portals and “firewall” mechanisms to protect the Erlanger data network. Erlanger users are not authorized to use dial-up or other methods to directly access the Internet or Internet e-mail without prior approval of the Chief Information Officer. The following connections are specifically not authorized:

- Links into or out of the Erlanger data network which bypass the Erlanger firewall unless specifically approved and set up by the Erlanger Tech Management staff.

- Modem connections into or out of the Erlanger data network which have not been approved and/or installed by Tech Management staff.

- Another other wired or wireless electronic connection which circumvents Erlanger data network security and approved connectivity methods.

**Internet and E-mail Usage:** No patient-identifiable information or Confidential information is to be distributed, in any manner (including via e-mail), on the Internet without use of an encryption method approved by the Chief Information Officer. Such encryption is currently available only through specially-arranged connections. Therefore, end users should assume that e-mailed information is not encrypted and act accordingly. In the event that you are authorized to send patient information, limit it to only data absolutely necessary: 1) identify the patient and; 2) define the situation or issue to be addressed. Patient health information that is not expressly required for this purpose should NOT be included. When in doubt, use the minimum amount of information. The e-mail with patient-identifiable information should be sent ONLY to the individual(s) who are expected to take action on the information. Such information should not be sent to general group e-mail addressee lists. The e-mail with patient-identifiable information should be marked CONFIDENTIAL - only for the attention of the recipient(s).
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Usage Guidelines and Copyright Laws – Erlanger users must adhere to information caveats and disclaimers published on web sites under international law. Copyright laws must be observed when retrieving, sending or copying information.

Inappropriate Use – The following are examples of Internet / e-mail usage considered irresponsible and grounds for disciplinary action (including dismissal). This is neither a fully comprehensive nor all-inclusive list:

- Use of the Internet for any illegal purpose.
- Use of threatening or abusive language or harassment in Internet e-mails.
- Accessing inappropriate areas of the Internet (e.g., pornographic or sexually-oriented sites, etc.)
- Use of work time and/or equipment to access the Internet for personal gain / enjoyment.
- Use of e-mail to distribute defamatory, discriminatory, obscene, fraudulent, harassing messages, personal messages or chain mail.
- Use of e-mail for any purpose involving solicitation, activities associated with any for-profit or non-Erlanger sponsored outside activity, or activities which could potentially embarrass Erlanger.

The guiding principle for Internet / e-mail usage is as follows: Usage of the Internet should be limited to those activities and sites which support an Erlanger business need, Erlanger clinical need, or Erlanger job function. For residents, this can include online searches and purchases of medical textbooks, journals, or other electronic educational media, as well as registration or research of educational conferences and related websites.

Internet Access Monitoring - All Erlanger users should understand that, for management and security audit purposes, Erlanger routinely logs web sites visited and file downloads. Erlanger also uses software filters to screen access to potentially inappropriate sites. These filters will cause a warning screen to display to the requestor.

Internet Downloading - End users are not authorized to download any software programs from the Internet -- including Internet browser upgrades, screen savers, shareware or freeware—without prior approval of the Erlanger Chief Information Officer or designee.

Non-Compliance: Non-compliance with information security policies, standards, or procedures is grounds for termination of information access and disciplinary action up to and including suspension or dismissal from the residency program.

Approved: July 1, 2005

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