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Revised Date:

## North Sound Behavioral Health Administrative Services Organization, LLC

Section 4000 - Information Systems: Remote Access

Authorizing Source: HCA Contract

Approved by: Executive Director

Date: 5/24/2022

Signature:

### POLICY #4010.00

#### SUBJECT: REMOTE ACCESS

#### POLICY

Remote access is a generic term used to describe the accessing of the computer network by individuals not located at the organization's primary office. This may take the form of traveling employees, employees who regularly work from home, or employees who work both from the office and from home (hybrid). Due to the onset of COVID, the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) teleworking program has been enhanced. Participation in the North Sound BH-ASO remote access program has been extended to all employees (not including Temps).

Remote access was meant to be an alternative method of meeting North Sound BH-ASO needs. As with any innovation, however, the benefits may be countered by risks if the purposes and methods of the program are not fully understood by all participants. To optimize the efficiency of our remote access program, we have created a clear policy governing eligibility, obligations and responsibilities of remote users.

The Agency may refuse to continue or revoke remote access privileges to any employee or terminate a remote access arrangement at any time.

North Sound BH-ASO procedures for remote access are as follows:

#### 1. Acceptable Use

Hardware devices, software programs, and network systems purchased and provided by North Sound BH-ASO for remote access are to be used only for creating, researching, and processing North Sound BH-ASO-related materials. By using North Sound BH-ASO hardware, software and network systems you assume personal responsibility for their appropriate use and agree to comply with this policy and other applicable policies, as well as City, State and Federal laws and regulations.

#### 2. Equipment & Tools

North Sound BH-ASO will provide the tools and equipment for remotely accessing the corporate computer network in a secure manner. This may include computer hardware, software, voicemail, VPN hardware, connectivity to host applications, and other applicable equipment as deemed necessary.

Remote access via dial-up modem will not be permitted except for emergency system administration access by the IS/IT Department. Broadband connections are required for remote access. Users are responsible for establishing working broadband connections in their own homes and ensuring there is a network connection available to connect North Sound BH-ASO equipment.

The use of equipment and software for remotely accessing the computer network is limited to authorized persons and for purposes relating to North Sound BH-ASO business. North Sound BH-ASO will provide for repairs to North Sound BH-ASO equipment. North Sound BH-ASO employees may not use their own personal computers to remotely access the North Sound BH-ASO internal network, and

may not plug in or connect any non ASO issued equipment into any remote access equipment issued to them.

**3. Password and Privacy Protection**

By using North Sound BH-ASO hardware, software and network systems you assume personal responsibility for their appropriate use and agree to comply with North Sound BH-ASO Access Code and Password policy. In addition, the employee agrees to take maximum precautions to prevent unauthorized access and/or viewing of client's protected health information during remote access sessions. To do this, employees must agree to place the computer in a secure environment (not in open living rooms or other common spaces) and lock the workstation when briefly leaving the computer. Additionally, employees will logoff the North Sound BH-ASO network and shut down the computer when absent from the computer for extended periods, unless otherwise instructed to do so by North Sound IT for administrative purposes. The North Sound BH-ASO IPsec Client VPN will automatically disconnect a user's session after 20 minutes of inactivity.

**4. Enforcement**

Penalties for violation of the Remote Access Procedure will vary depending on the nature and severity of the specific violation. Any employee who violates the Remote Access Policy will be subject to discipline up to and including termination from employment in accordance with North Sound BH-ASO's Employee Conduct and Discipline policy.

**ATTACHMENTS**

None