

Policy and Procedures

34.2

Title: Electronic Communications Monitoring

Date issued / last revision: December 7, 2004

Date effective: Immediately

Electronic Communications Monitoring

Statement:

Cooperstown Medical Transport, Inc. (CMT) is establishing policy and procedure for the monitoring of electronic communications.

Purpose:

This policy is to establish guidelines and protocols for CMT to monitor its electronic communications

Scope:

This policy applies to all employees.

Policy:

1. Employees consent to electronic communications monitoring by any use of CMT's radios, telephones or computers.
2. CMT will monitor and/or record electronic communications for:
 - a. Monitoring the quality of customer service.
 - b. Quality control of our dispatchers.
 - c. Monitoring communications between dispatchers and our care providers.
 - d. Monitoring communications between CMT and outside agencies.
 - e. Interactions between outside agencies and our crews.
 - f. Liability reduction for both CMT and its employees.
 - g. Recorded record of dispatch interface with Medical Control on behalf of our care providers.
 - h. Reasonable suspicion that a particular employee is engaging in unauthorized use of equipment.
 - i. Compliance with *Computer System Use* policy and procedure.
3. If an employee uses a telephone line for a personal call that has been identified as one that is being monitored, they consent to monitoring / recording of that call.
4. All employees will sign an agreement of understanding that their electronic communications may be monitored and/or recorded.
5. Refer to *Computer System Use* for further information on the use of CMT's computer resources.
6. Refer to *Telephone Use* for further information on the use of CMT's telephones.
7. Refer to *Cell Phone Use* for further information on personal and company cell phones.