Workplace
Rules of the Road

Workplace is a way for Beacon to connect, collaborate and celebrate. We've partnered with Meta to bring you Workplace, an internal social media platform accessible from computers and mobile devices. Workplace helps everyone share news and helps teams to work more efficiently.

Before getting started on Workplace, it's important to learn the basics. Because our patients rely on us to keep their protected health information (PHI) confidential, the No. 1 rule is to **never discuss, post or message any patient-related information on Workplace or on any other social media**.

Below are some basics about using Workplace:

- **Read Beacon's Social Media Policy.** First, read Beacon Health System's Social Media Policy. Search for "Social Media Policy" on the Intranet in the Beacon Health System policies under Human Resources.

- **How to join.** You'll receive an invitation via email to create a profile using your Beacon email address. The email will come from "Beacon Health via Workplace." In fact, only Beacon email addresses can be used to join Workplace. You can then follow the easy instructions to sign up.

- **Understand the difference.** Workplace is completely different and separate from any personal Facebook profile you may have. If you have a personal Facebook account, you still need to sign up separately for Workplace. There is no crossover whatsoever between any personal profile and your professional profile on Workplace.

- **Know how it works.** You will automatically become a member of several Beacon Workplace groups when you sign in. These groups provide general news as well as important updates: Associate Benefits, Beacon COVID-19 Response, Beacon Health Foundation, Beacon Mission, Beacon News Now and Diversity, Equity and Inclusion at

Beacon. You can also customize your experience by joining different groups that you choose and following other associates and leaders across the organization.

- **Think before you post**. This is the Internet, so nothing really ever goes away. The 'delete' button doesn't mean someone else hasn't grabbed it already. Beacon associates should have <u>no expectation of privacy</u> in any data they are sharing. In particular, absolutely no postings that contain:

Protected Health Information (PHI) is any information that can be used to identify a patient — whether living or deceased — and which relates to the patient's past, present or future physical or mental health or condition, including health care services provided and the payment for those services.

If you ever have questions about whether or not something is considered to be PHI or if you see something that may be a violation, please contact:
- Carla Wagner <u>cswagner@beaconhealthsystem.org</u>, Beacon's Privacy Officer
- Brian Abel <u>babel@beaconhealthsystem.org</u>, Beacon's Director of Information Security

*Examples of what you <mark>should **not** post</mark>:*

"My sister is in today for surgery. Prayers please!" (Even if you don't say your sister's name, people could still reasonably figure out who that is.)

"Mrs. Smith in room 10 is so nice, I love this patient! So glad she's feeling better after surgery!"

"Mrs. Smith went home today. If you want to send her a card, here's her address: 1234 Main Street."

*Examples of what you **can** post:*

"Great teamwork today, Susie, I love working with you!"

"We were really busy these past two days, thanks everyone for stepping up!"

"I got to take care of the best patients today, so happy!"

- **Photos.** Photos are awesome. We love selfies and colleagues and get-togethers. Just make sure your pictures don't include patients, their family members, or any PHI in the background on monitors, bulletin boards, papers or otherwise. If you have an awesome patient story that you feel needs to be shared, please contact the Corporate Communications Team who will work with you through the information consent process.

- **Keep it professional**. We are using Workplace as a business tool to advance our goals. Keep it fun, friendly, awesome and professional! If you see something posted that you consider unprofessional, offensive, or a breach of PHI, please report the post by clicking on the ellipses (…) at the top right corner of the post. The administrator will be notified and will check out the post and respond accordingly.

- **Have some fun with it!** It's a great way to connect with your peers across Beacon and keep up to date on everything that's happening.

- **Positive impact**. Make your contributions count with thoughtful questions, engaging content and new ideas, all of which are welcome and encouraged.

- **Oops!** When you make a mistake, you can correct it immediately. Edit your posts by clicking on the ellipses (…) in the upper right hand side of your post.

- **Join or create groups**. You can join groups of interest to you, and also create your own group(s).

- **Reduce your email notifications from Beacon Health via Workplace**. In the beginning, you will get notifications from any groups to which you belong. You may change notification settings for each group as you wish. For some you want to receive email notices when something is posted; for others you may want to check in periodically. (See below.)

How to Manage Workplace Notifications

Once you join Workplace, you will receive an email alert every time there's a post in a group to which you belong. This is a great way to stay up to date on what's happening in your groups.

To manage alerts for a particular group, go to the lower right corner of the banner image, click on the "…" and choose "Notifications."