



Telecommuting Manual

March 2020

About Telecommuting or Working from Home

Due to the current COVID-19 (coronavirus) outbreak, many employees are inquiring about the ability to work from home. OrthoNebraska is implementing temporary telecommuting arrangements for employees whose job duties are conducive to working from home, but who do not regularly telecommute.

There are some positions at OrthoNebraska that require the employee to be physically present in the workplace, such as a nurse or physical therapist. For now, essential personnel are expected to report to work as scheduled unless otherwise notified.

Additional positions may be considered on a case-by-case basis. These arrangements are expected to be short term, and OrthoNebraska will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and OrthoNebraska may require employees to return to regular, in-office work at any time.

We ask that you be proactive with department managers and your fellow co-workers in preparing for these circumstances.

Telecommuting Guidelines

Please, stay Home!

OrthoNebraska is enacting a temporary work from home policy as a means to increase social distancing to slow the spread of COVID-19. While this is not a mandatory quarantine at this time, we ask that you stay as home as much as possible.

Core Work Hours are from 8:00 am – 5:00 pm Monday thru Friday

Meetings should only be conducted during this time. Requests made outside of these hours, should not be expected to be followed thru with until the following business day.

IT Support

If you experience an IT issue, please follow the established procedure for creating a ticket.

Policies & Procedures

While telecommuting, employees are still obligated to comply with all OrthoNebraska rules, policies & procedures. Violation of such rules, policies & procedures will be handled per our policies.

Time Keeping

Employees who clock in/out (non-exempt or hourly employee) are not exempt from the overtime requirements of the Fair Labor Standards Act (FLSA). We ask that you continue to accurately record all hours worked in UltiPro to ensure compliance with the record keeping and overtime requirements of the law.

Online Communication

Please utilize the tools provided (i.e. Skype) to communicate with employees for work related reasons. Skype should be used in a professional manner, as though you were communicating face to face.

Tips for Telecommuting

- Create a productive workspace free from household distractions if you are working from home.
- Verify you know how to operate all company-provided equipment and that you have alternate plans should you encounter problems.
- Use company-provided communication tools to keep in contact with your manager and colleagues on a regular basis to manage feelings of isolation – this include Skype & Zoom.
- Identify what needs to get done every day and make sure to do it. Interruptions are likely to happen, but if you know what needs to be accomplished this list can keep you on track.
- Enjoy your flexibility. If you find that your focus is wavering, take a break. But remember, the purpose of this temporary work from home arrangement is to stop the spread of COVID-19. We ask that you stay home as much as possible.

Citrix

Citrix is software that lets you run applications on a remote computer but interact with those applications on your local computer. It also lets you access a remote computer as if you were sitting at it.

Requirements to Access Citrix

Dual Factor Authentication installed on a smartphone

From your IOS or Android device

1. Download the app “Imprivata ID”
2. Start the applications – you will be presented with Serial Number and Token code
3. Contact the helpdesk at (402) 609-2700 to have dual factor added to your account
4. Request and make note of your computer name for later

Citrix Receiver

1. Download the Citrix Receiver application - <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
2. Double click the downloaded file to install the application - CitrixWorkspaceApp.exe

Accessing Citrix In a Web Browser

Go to <https://citrix.orthonebraska.com>

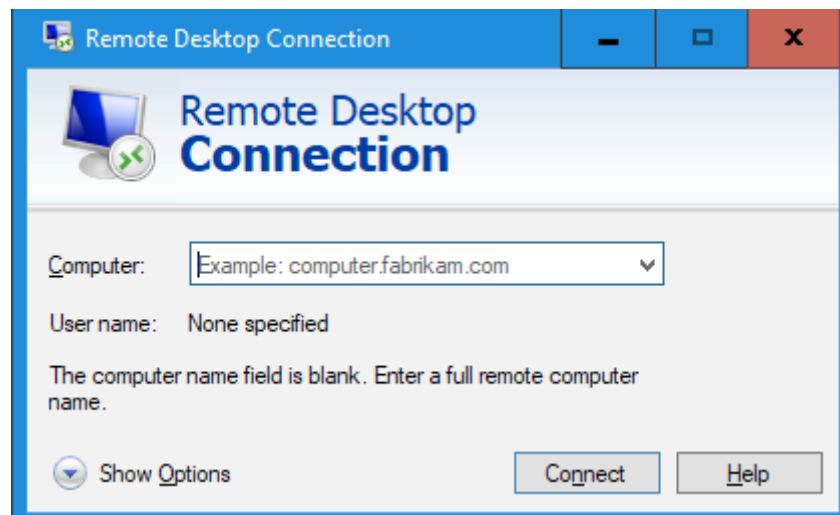
Username: firstname.lastname

Password: network password

After pressing login open the app Confirm ID app on your phone and select “approve”

In Citrix you will have a “Remote Desktop” application. Click remote desktop.

Enter the name of your computer and click connect.



How to Access UltiPro From Home

If you are logged into Citrix... You will access UltiPro the same as at work.

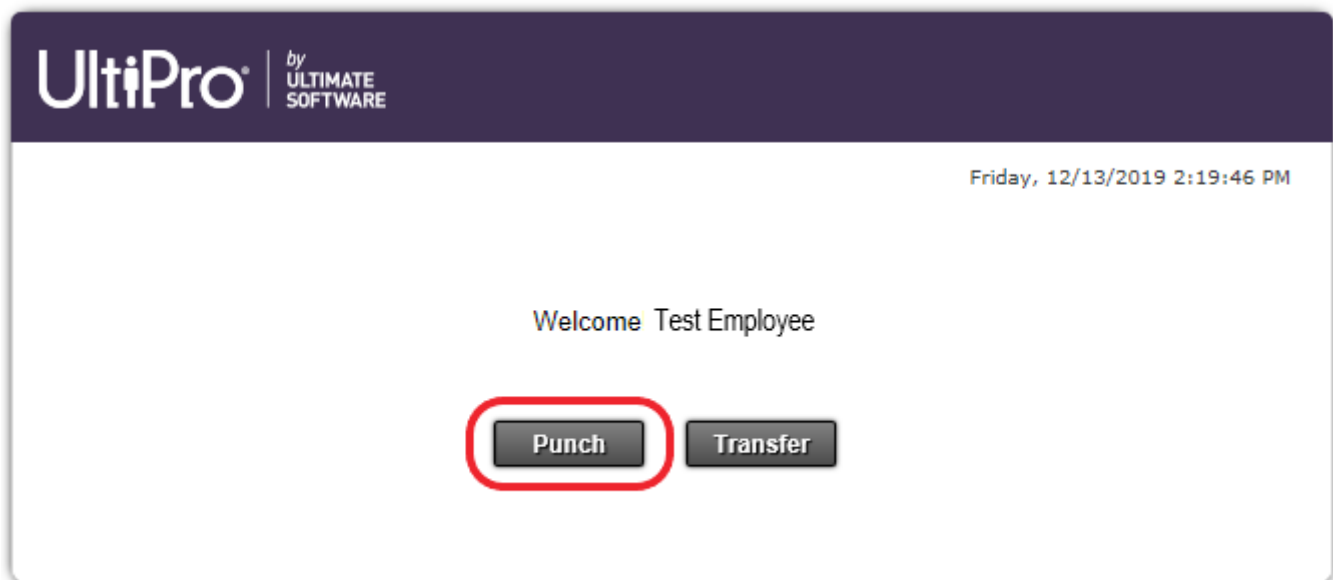
- Locate the application on our Intranet by going to “Applications “ and then click on “UltiPro”. After clicking the link, you will automatically sign in

If you are not logged into Citrix... visit orthonebraska.ultipro.com

- Enter in the same credentials as though you were logging into your work computer:
Username: OrthoNebraska Username (add @orthonebraska.com)
Password: Network password

How to punch in for hourly employees:

- Locate the “Menu” drop down in the upper left side of the screen
- Place your cursor over the “Myself” Icon & click on “Time Clock Entry” link.
- On the next screen click “Punch”



Meetings & Communication

Zoom

Zoom offers communications software that combines vphone/video conferencing, online meetings, and chat. Managers will have the ability to schedule a conference call or video using Zoom. When scheduling, the manager can select which employees to invite to the meeting. Those employees will receive a calendar invite that includes a call in number.

Skype

Another telecommunications application, Skype provides video chat and voice calls between computers, tablets, mobile devices and more via an internet connection. Most commonly, Skype is used for it's instant messaging capabilities. The Skype application should be installed on all desktops, which means you should be able to access it using a Citrix connection.

Personal Health Information

What is PHI?

PHI is information that identifies a patient and describes his or her healthcare status, illnesses, injuries, and treatment. HIPAA specifies numerous identifiers that relate to a patient, the patient's relatives, employers, or household members. The most common examples of these identifiers include:

- name
- address
- telephone number
- fax number
- e-mail address
- birth date
- admission date
- discharge date
- date of death
- all ages over 89
- Social Security number
- medical record number
- health-plan beneficiary number
- account numbers
- full-face photographic images
- any other unique identifying number, characteristic, or code

HIPAA defines health information as any information created or received by a healthcare provider, health plan, or other entity that relates to the past, present, or future physical or mental health or condition of an individual; the provision of healthcare to an individual; or the past, present, or future payment for the provision of healthcare to an individual.

Typically, such information includes the following:

- Diagnoses, problems, complaints, injuries
- Health history and physical exam findings
- Current and past medications
- Observations of health status, vital signs, response to therapeutic procedures
- Laboratory tests and other diagnostic studies and their results
- Surgical procedures and other treatments
- Summaries of healthcare services and healthcare correspondence
- Healthcare claims, description of proposed healthcare services for eligibility determination or referral authorization

Personal Health Information (continued)

Protecting PHI at Home

- No family or friend is allowed to use hospital devices.
- No PHI should be stored on any personal devices.
- Printing PHI should not be done if at all possible. If printing is required, make sure to keep all papers locked and use a cross shredder to destroy as soon as possible.
- Do not leave your computer logged on to any patient-information system while you are not at the computer. Do not leave copies of paper medical records unattended.
- Ensure that you have a work area that does not have frequent traffic, such as the dining room table or kitchen counter.
- If you are mobile while telecommuting or use a personal digital assistant, tablet PC, notebook computer, or other such device, make sure you always have it with you or lock it out of view (such as in the trunk of a car rather than leaving it in the back seat).
- Carry out discussions about patient care or the PHI you use in a private area and in a low voice to the extent possible to reduce the likelihood that visitors and others will overhear you.
- Follow instructions from OrthoNebraska about logging in, using encryption, maintaining anti-virus software, having a power-surge protector, and other security requirements. Do not attempt to bypass any of these measures—they are as much to protect you from being accused of wrongdoing as they are to protect the information itself.



Section:	Management of Human Resources (HR)
Subject:	Temporary Working from Home
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Working from Home During an Infectious Disease Outbreak

If an infectious disease outbreak occurs, and the health crisis warrants, OrthoNebraska may require all employees, with the exception of essential personnel, to work from home. During such outbreak, temporary working from home arrangements are expected to be short term, and OrthoNebraska will monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and OrthoNebraska may require employees to return to regular, in-office work at any time. Voluntary work from home requests will be handled on a case-by-case basis. All requests for temporary telecommuting should be submitted to your manager for consideration.

Procedures:

- A. In the event of an emergency, OrthoNebraska may require certain employees to work remotely. These employees will be advised of such requirements by the department manager.
- B. Managers will ensure preparations are made to allow remote work in emergency circumstances. This includes appropriate equipment needs, such as hardware, software, phone and data lines. The IT department is available to review these equipment needs with employees and to provide support to employees in advance of emergency telework situations.

Accountability: OrthoNebraska Employees Department Managers Technology Services Manager	References (Policies, Attachments & Forms): HR 10 Confidentiality HR 16 Attendance IM 01 Computer Use and Electronic Information Security IM 03 Computer System User Access IM 04 Security of Patient Proprietary Information IM 12 Workforce Remote Access FN 03 Employee Expense Reimbursement
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- C. For voluntary telework arrangements, either the employee or department manager can initiate a temporary telecommuting agreement during emergency circumstances. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement, including equipment needs, workspace design considerations and scheduling issues.
- D. The employee will establish an appropriate work environment within his or her home for work purposes. OrthoNebraska will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.
- E. OrthoNebraska will determine the equipment needs for each employee on a case-by-case basis. Equipment supplied by the organization is to be used for business purposes only.
- F. Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office.
- G. Employees should not assume any specified period of time for emergency telework arrangements, and [\[Company name\]OrthoNebraska](#) may require employees to return to regular, in-office work at any time.