Wednesday, March 18, 2020
Message #22

The healthcare industry is critical to preventing the spread of the COVID-19 virus, not just in terms of the immediate health concerns, but by ensuring our hospitals and medical facilities have the tools and resources needed to care for our patients, as well. This includes administrative functions that support our hospitals and front-line staff.

While we have indicated that administrative staff requests for temporary work from home will be considered on a case-by-case basis, given the nature of our business, there are specific protocols that must be completed before determining if we can accommodate the request.

The employee's supervisor must work with human resources, local IT, and IT Security to review the following
- Is the employee's job function conducive to remote working conditions?
- Is the employee thoroughly trained and able to do their day-to-day responsibilities independently without supervision?
- Can Customer/Staff/Patient needs be met?
- Is Equipment available?
- Is remote access to software available?
- Does remote access meet IT security standards?
- Can we ensure the Privacy of Patients or other confidential information?

Our IT priorities are focused on front-line clinical systems and core business administrative technology. We must ensure our IT infrastructure can support the capacity of multiple remote workers. For this reason, we may be unable to accommodate all requests.

If leaders have already approved a work from home request and have not completed the process outlined above with HR and IT, they need to do so as soon as possible.

Attached please find the IT remote worker FAQ, approval workflow, and request form.