ULSD Secure Messaging Guidelines

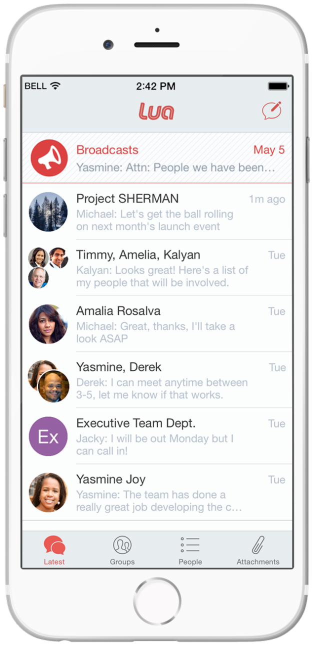
UNIVERSITY OF LOUISVILLE.
SCHOOL OF DENTISTRY

ULSD and Lua

Today everyone is communicating on their phones, so we are making the leap to true compliant communication with Lua. Lua will boost efficiency, safeguard PHI and streamline care coordination in a secure solution. Lua offers ULSD an intuitive and cross-platform solution that includes secure messaging, an interactive directory, and accountability across a team through essential ReadReports.

ULSD is expected to keep all of our patients' information secure, meanwhile, Dental Informatics wants to aid academic and clinic operations with top-notch technology. Lua provides iMessage and text-like texting functionality, and keeps all conversations that contain patient data secure.

Lua fits within a suite of technology products used within our clinic, and complements use of axiUm Messenger (A-mail) and CardMail (Microsoft Office 365), yet does not replace the use of these technologies.



Broadcasts May 5
Yasmine: Attn: People we have been…

Project SHERMAN 1m ago
Michael: Let's get the ball rolling on next month's launch event

Timmy, Amelia, Kalyan Tue
Kalyan: Looks great! Here's a list of my people that will be involved.

Amalia Rosalva Tue
Michael: Great, thanks, I'll take a look ASAP

Yasmine, Derek Tue
Derek: I can meet anytime between 3-5, let me know if that works.

Executive Team Dept. Tue
Jacky: I will be out Monday but I can call in!

Yasmine Joy Tue
Yasmine: The team has done a really great job developing the c…

It's important that Lua be used properly, and not abused!

COMMUNICATION METHOD	SECURE	FOR CLINICAL USE	USE CASE
Lua Lua	✓	✓	• Urgent non-emergency matters • Reduce overhead paging • Public/Private groups • Broadcast functionality
Standard Texting	✗	✗	• Broadcast via email distribution list
axiUm A-Mail	✓	✓	• Communication that should remain in patient records • Doctor access • EHR integrated • In-clinic notification of covering faculty
CardMail Card Mail	✗	✗	• Academic blackboard

Guidelines

1. Please make sure to be on secure Wi-Fi when possible, that is, connected to "ulsecure" or cellular data, versus "ulvisitor".

2. All phones must be PIN-code protected and encrypted (just in case someone is creeping little to close on you). (See Dental Informatics' Data Security packet for information on how to encrypted/secure your mobile device.)

3. Lua password must adhere to ULSD's password policy which is as follows:

- Passwords should expire every 180 days. Passwords to systems containing sensitive information, including electronic Protected Health Information (ePHI) must expire no less often than every 90 days.
- Passwords should be at least 8 positions in length.
- Passwords to systems containing sensitive information, including ePHI must be at least 8 positions in length.
- Strong passwords should be used. A strong password will include a combination of:
  - Alphabetic combination of both upper and lower case: A to Z and a to z
  - Numeric: 0 to 9
  - Special Characters such as: ~!@#$%^*( )+=[ ] { } ?, etc. Please Note: The special characters not allowed are > < ; and &
- Passwords to systems containing sensitive information, including ePHI, must require at least three or the four criteria specified immediately above.

4. You are responsible for your own account and do not share your login and password with anyone. Lua password use must adhere to the ULSD Information Security Office (ISO) according to policy ISO PS008 Password.

> Passwords to university accounts and devices must be kept confidential. To preserve account integrity, the owner of the account should be the only person with knowledge of the password.
>
> No user is required to share a university account password with another individual; including but not limited to managers, co-workers, or technical staff.
>
> Passwords that have been or suspected to have been compromised must be changed immediately.

5. If your phone has been lost, stolen or compromised (aka you left it at the bar) please contact Dental Informatics (852-7156) immediately to force logout of your account in order to remote wipe the data within Lua.

6. If you end your relationship with ULSD you will lose access to Lua along with all the data stored. (We aren't saying you have to go home but you can't stay here **:)**)

7. Lua is to be used for ULSD official business, such as, communications between students, students and faculty/staff. Communication within Lua is audited, and is subject to open records request. (So don't say anything on Lua you wouldn't want to see in the newspaper.)

8. Use of Lua is within ULSD's operating hours, or "electronic" office hours, which is 8 a.m.-5 p.m. (You don't want to be "that student" who wakes up your professor, don't forget some people do go to bed at 8 p.m.)

9. Have you ever been in a lingering group text, and not involved? Only send group messages to those interested, or that would apply to the message sent. Create a new conversation when establishing a new topic group communication

10. Do not call faculty unless you experience a life-threatening emergency. Phone numbers of faculty members stored in Lua redirect to their office phone, or a department secretary.

11. Regarding photos, while Lua equips your mobile device to take, store, and send photos, this method is not part of ULSD's official patient record. Therefore, MiPACS remains our official image storage and retrieval system, and photographs of patients adheres to any consents acknowledge and signed by our patients. ACQUISITION OF PATIENT PHOTOGRAPHS USING MOBILE DEVICES (OR SMARTPHONES) IS NOT PERMITTED.

12. Lua is ULSD's official means of broadcasting non-emergency, yet urgent, operational messages. Expect to be updated via Lua of updates during weather closures, or any other urgent, academic or clinical announcement, or of course the Zombie Apocalypse...RUN!

13. In the event you don't have a smartphone, you are still responsible for receiving and acknowledging Lua broadcast messages via e-mail. See Dental Informatics on how to mirror message from Lua to your CardMail or Exchange e-mail account.

14. NO phone use in dental operatories due to infection control reasons. If you need use Lua, use the desktop application on your operatory computer. Just look for the Lua icon. Don't forget to sign out once you are finished.