

MENTAL HEALTH SERVICE BUSINESS RULE – SESLHDBR/087

Name	Consumer use of electronic devices		
What it is	A business rule that outlines the safe use of mobile phones and/or other personal electronic devices by a consumer in an inpatient mental health unit within South Eastern Sydney Local Health District (SESLHD).		
Risk Rating	Medium	Review Date	April 2024
What it is not	A guide to clinical care for consumers within inpatient units.		
Who it applies to	All mental health staff in inpatient units within SESLHD.		
Background	<ul style="list-style-type: none"> Personal mobile phones and related devices play a significant role in consumer's lives enabling communication, social connections, education, access to music, film, books, games and ability to organise their lives through a variety of applications and functions. Consumers should have access to their personal mobile phone or device in accordance with least restrictive care. Limited access and restriction should only be considered where a risk has been identified. 		
Risk Assessment during Admission	<ul style="list-style-type: none"> The admitting Mental Health Clinician / Medical Officer is responsible for performing a comprehensive Mental Health Assessment including a risk assessment and care plan to determine access to electronic devices and associated equipment. <ul style="list-style-type: none"> When considering access to associated equipment, compliance with the <i>Prohibited Items List</i> for the relevant inpatient unit is required. Risk assessment outcomes and plans for review of access to personal electronic devices and associated equipment such as headphones and charging cables must be recorded on the electronic Medical Record (eMR), care plan on admission, and as appropriate throughout the admission including at designated review points. 		
Condition of use	<p>Where a risk has been identified which restricts a consumer from accessing personal mobile phone, electronic devices or associated equipment such as headphones and charging cables:</p> <ul style="list-style-type: none"> The rationale for a restriction must be clearly explained to the consumer and designated carer by the staff member implementing the restriction. If a consumer is denied access to their personal mobile 		

	<p>device, then the identified item(s) should be entered in the property register and stored securely by nursing staff according to local protocols.</p> <ul style="list-style-type: none"> ○ Consideration should be given to whether the consumer can still access device content (such as music) with cordless headphones/ wireless speaker etc ● Any identified risk which prevents or restricts access to a mobile phone or device will be reviewed on a shift-by-shift basis by the nursing team (or multidisciplinary team member in consultation with nursing staff member) and escalated to Medical Staff where required. <ul style="list-style-type: none"> ○ If the restriction to the device is to be continued, this must be clearly explained to the consumer and documented in the consumer's eMR <p>All of the above must be clearly documented in the consumer's eMR.</p> <p>Consumers with access to mobile phone and/or electronic devices:</p> <ul style="list-style-type: none"> ● Following the assessment of risk, consumers seeking to use these devices are to be provided with an explanation of conditions of use and asked to sign the 'Personal Use of Mobile phone / Electronic Devices Agreement' (see APPENDIX A) The signed agreement must be placed in the consumers' paper medical file, a copy provided to the consumer and this documented in the eMR ● The use of any personal electronic device on an inpatient unit must adhere to SESLHDPD/290 - Patients use of personal, non biomedical equipment - electrical devices ● Charging of devices is to be limited to a designated area and managed according to site-specific protocols. <p>Note:</p> <ul style="list-style-type: none"> ● Staff should assist consumers in keeping a record of important telephone contacts if access to mobile phone has not been granted. ● All inpatient units should have access to a designated public telephone. Wherever possible this should be in an area that promotes and protects privacy. ● Where possible, all units should also have access to an internet connected computer.
<p>Why the rule is necessary</p>	<ul style="list-style-type: none"> ● SESLHD MHS recognises that access to a mobile phone, a personal computer or a personal digital assistant (PDA), may play a significant role in daily life for consumers. However, cameras, video and voice recordings capability can interfere with the confidentiality, dignity and privacy of other consumers, staff and visitors. ● This business rule is necessary to: <ul style="list-style-type: none"> ○ standardise and articulate the responsibilities of staff; ○ provide support to consumers and visitors of the MHS;

	<ul style="list-style-type: none"> ○ minimise the potential misuse of technology and encourage therapeutic use / application.
Who is responsible	All staff in inpatient mental health units within SESLHD MHS.
Ministry of Health/ SESLHD reference	<p>NSW Health</p> <ul style="list-style-type: none"> • NSW Ministry of Health Privacy Manual for Health Information • PD2011_022 - Your Health Rights and Responsibilities <p>SESLHD</p> <ul style="list-style-type: none"> • SESLHDBR/010 - Consumer Rights and Responsibilities - Mental Health • SESLHDBR/059 - Admissions to Acute Mental Health Inpatient Units (including Direct Admissions for Community Managed Consumers) • SESLHDPD/290 - Patients use of personal, non biomedical equipment - electrical devices • Prohibited Items List (SGMHS and TSMHS) <p>Other</p> <ul style="list-style-type: none"> • O'Connor, N., Zantos, K., & Sepulveda-Fores, V. (2018). Use of personal electronic devices by psychiatric inpatients: benefits, risks, and attitudes of patients and staff. Australasian Psychiatry, 1-4. • National Standards and Quality Health Service (NSQHS) Second Edition: (1.15, 1.25, 1.6, 2.1, 2.11)
Executive Sponsor	Angela Karooz, General Manager, MHS SESLHD
Author	Leonie Dunn, SESLHD MHS A/Clinical Rehabilitation Coordinator

Revision and Approval History

Date	Revision Number	Author and Approval
January 2018	Draft 1	Draft completed by Leonie Dunn, A/ Clinical Rehabilitation Coordinator. Initial reviewed by A/ Clinical Director, ESMHS Clinical Operations Managers, headspace Manager, Clinical Nurse Consultant, Policy and Document Development Officer and Clinical Nurse Manager.
March 2018	Draft 2	Feedback reviewed and redrafted by Leonie Dunn. Draft version 2 disseminated to Clinical Operation Managers, Inpatients Service Manager, Service Director, Workforce Capabilities, A/Risk Clinical Manager, Peer Support Workers, and SESLHS MHS CAC. Appendix A developed and included
April 2018	Draft 3	Reviewed by Nursing and Midwives Association representative. Revised Appendix A.
May 2018	Draft 4	Incorporated advice from Chief Risk Officer and Director of Professional Practice Unit. Clarified documentation process under 'Condition of Use'. Amended Appendix A to include storage advice.
June 2018	1	Endorsed by DDDCC.
July 2018	1	Endorsed by SESLHD MHS Clinical Council
August 2018	1	Processed by Executive Services prior to submission to

		SESLHD Clinical and Quality Council
August 2018	1	Endorsed by Clinical and Quality Council
March 2021	2.0	Minor review commenced. Updated to include "associated equipment" within the risk assessment, updated to NSQHS v2
March 2021	2.1	Reviewed by DDCC – feedback incorporated into document. Feedback focused on balancing the Prohibited Items Lists against risk-assessing any associated equipment such as headphones and chargers. Appendix A updated.
April 2021	2.1	Endorsed by the SESLHD MHS Document Development and Control Committee Endorsed by the SESLHD MHS Clinical Council. Approved by Executive Sponsor.

APPENDIX A:

Mental Health Service Inpatient Unit

PERSONAL USE OF MOBILE PHONE / ELECTRONIC DEVICES AGREEMENT

This agreement provides guidelines for the use of mobile phones, personal computers, personal digital assistants (PDAs) and other personal electronic devices to protect the dignity, confidentiality and rights of individuals, maintain security and safety, and minimise disruption to care delivery whilst in the Unit.

I, _____ take responsibility for my phone/tablet/computer whilst

I am a consumer of the _____ Unit.

When using personal electronic device on the Unit, I agree to:

- Not use the camera or photography functions to record or live stream
- Only use my camera for keeping in contact with family and friends while I am alone
- Not record any audio or video while on NSW Health grounds, including with staff, other consumers or visitors
- Respect the privacy of other consumers, visitors or staff e.g. not to share information about others through the use of social media platforms
- Keep my device on vibrate, silent or low volume setting
- Ensuring my devices are turned off or switched to silent for group sessions
- Go to a quiet area to take or make calls
- Take responsibility for my own devices e.g. knowing their location, keeping them charged, keeping personal information and passwords confidential
- Not lend my device to other consumers
- Using headphones to listen to music or any other media when in public areas
- Notify a staff member if I am uncomfortable with anything on my device, bring it to their attention and discuss it with them
- Not take part in unhealthy behaviours (e.g. bullying, harassment, etc) using my device which, may cause harm to other inpatients.
- Return my device and associated equipment at the end of each day.

I may choose to leave my device(s) in my locker (if available) or send home with my family.

I understand that South Eastern Sydney Local Health District (SESLHD) is not responsible for my data/ texts or calls made by me while on the Unit.

I understand that SESLHD does not provide access to WiFi or other internet services.

I also understand that once I have been given access I am responsible for the security of my device and the Hospital is not responsible for loss, theft or damage of my personal device.

Failure to comply with these conditions may result in loss of access to my device, which may be removed and stored securely until review.

Signature of Consumer

Signature of Witness

Date