



CELL PHONE/TELEPHONE/TABLET USAGE WHILE ON DUTY - PANEL MEMBERS

PURPOSE

MHR strives to demonstrate its commitment to quality care and the needs of its patients and clients are always put first.

Although panel members are permitted to bring their cell phones/tablets to work, they may not make any personal calls and/or utilise cell phones/tablets for personal matters while patients/clients are expecting their dedicated attention.

The purpose of this policy is to ensure the correct handling of personal cell phones/tablets and clients' telephones by panel members while on duty.

SCOPE

This policy applies to:

- All MHR Panel Members working at a client or MHR office.

DEFINITIONS

Term	Definition for the purpose of this policy
Cell phone/Tablet	Device that is used to make/receive calls, send messages, access internet, download emails, take pictures, play games or music, etc.
Communal area	Corridors, restrooms, reception areas, boardroom or interview rooms and restaurants/cafeterias at clients' facilities.
Company Intellectual Property	Company Intellectual property refers to information that is compiled by company employees/professionals during their employment with the company e.g. workshop/orientation material, etc. It also includes confidential information such as internal company policies, system and procedure manuals, skills assessment papers, tariff sheets and tariff information, etc.

POLICY STATEMENT

Panel members are expected to adhere to the guidelines below.

Disciplinary action will be taken if a panel member is non-adherent to this policy.

	Guidelines
1	All personal cell phones/tablets must be switched off while on duty.
2	Cell phones/tablets may be used during tea and lunch breaks provided that it is used responsibly and does not become a nuisance to co-workers or patients (especially in communal areas or in open plan office environments).

3	Panel members are not permitted to make or receive personal calls, send messages, access the internet, download emails or listen to music at any time that may impact negatively on the service delivery rendered to patients or clients.
4	Cell phones may be used in the event of an emergency and calls may be directed to the most appropriate landline.
5	<ul style="list-style-type: none">• Panel members who drive clients' vehicles are not permitted to use their cell phones while driving.• Panel members will be responsible for paying any fines or damages caused as a result of the use of a cell phone while driving.• As per the South African Law, panel members may make use of cell phone hands-free kits to operate their cell phones while driving.
6	Under no circumstances are panel members allowed to use the camera function of their cell phone to take pictures of MHR/Clients' documents/intellectual property, colleagues, patients, clients or visitors.
7	No private calls may be made from/or received on a client's landline or business cell phone unless it is an emergency and with the client's permission.