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NEW YORK STATE Office of Mental Health Official Policy Manual	Section: Patient Care		
	Directive: Shared Device and Support		
	Policy Owner: Medical Informatics, Technical Services		

A. Applicability

This policy applies to all Child, Adult, and Forensic State Psychiatric Center's Inpatient and Outpatient Programs.

B. Policy Statement

This policy aims to establish guidelines for the management and administration of iPads used by staff and clients in State Psychiatric Center Programs.

C. Related Statutes and Regulations

14 NYCRR 596

Public Health Law Section § 2999-dd

D. Definitions

1. *Client iPad Use Agreement* means a written agreement must be signed by the client, program manager, or designee before the client can use the iPad. The agreement should clearly outline the client's responsibility while using an iPad.

2. *iPad Profile* means a pre-approved iPad configuration that allows access to a specific collection of pre-approved apps for use by clients or staff.

E. Body of Directive

This policy directive consists of two components:

1. Facility administration responsibility for all programs
2. iPad support

1) Facility administration responsibility for all programs:

(a) OMH iPads intended for client and staff shared use are allowed on inpatient units, residential, and outpatient programs.

(b) iPad tracking and management:

(1) Standards and guidelines for how to distribute, track, store, and report on iPads can be found in the *Inventory Management and Audit Guidelines* document.

(2) Maintain two separate pools of iPads. One for Clients and the other for Staff. iPads are not interchangeable; clients cannot use staff iPads, and staff cannot use client iPads.

(3) Facilities will follow infection control guidance to sanitize iPads in-between uses.

(4) If an iPad or an iPad accessory is lost, stolen, or destroyed, the facility is responsible for reporting the circumstances surrounding the lost, stolen, or destroyed incident. The incident must be reported to Medical Informatics (https://forms.office.com/g/69eTFNupsD) and then provided to on-site (Workstation Services) ITS staff for decommissioning.

(5) For shared Staff iPads:

    i. Staff utilizing iPads must be educated about the facility policy and how to use the iPads appropriately. Training videos on the OMH Hub must be reviewed before the iPad is used. Facilities should have staff attest to viewing this material as part of their internet use policy review.

    ii. At the end of their shift, staff must return shared iPads to the secure central location(s) as identified by the facility's established procedures.

    iii. During an iPad's use, if the battery drops below 25% it must be returned to the secure central location(s) for charging. An alternate staff iPad can be used.

(6) For Client iPads:

    i. Treatment teams will determine which iPad profiles can be accessed by clients.

    ii. Each facility will determine a time allotment for self-directed client activities.

    iii. Each facility will ensure that policy related to the use of client iPads is guided by iPads being considered an extension of treatment.

    iv. Use of iPads for therapeutic and family visits may be limited based on concerns related to individual or community safety.

> v. Any limitations for use will be determined by the treatment team and documented.
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> vi. Policies related to the use of iPads for recreational purposes, if allowed, may be based upon determinations of safety, as well as clinical considerations related to therapeutic benefit and associated application.
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> vii. Facilities must review and utilize the Client iPad Use Agreement before a client can use an iPad.

2) iPad Support

(b) Details about support for client and staff shared iPads can be found on the OMH Hub or in the iPad Guidance and Training team (OMH.365.iPad Guidance and Training).

F. Related Procedures and Guidance

Guidance for the use of Telemental Health in Psychiatric Center Inpatient Units
Pad Client Use Agreement
iPad Use Guidelines
iPad Sanitation Guidelines
Technical Notes for Shared iPads
iPad Inventory and Audit Controls