MUSC Provided Mobile Devices

STATEMENT OF POLICY
This policy describes the assignment, use and management of State issued mobile communication devices (e.g., cell phones, pagers, related accessories) and associated services by ACGME and ADA residents contracted with the Graduate Medical Education Office (GME Office) and is in addition to the MUSC Electronic Communications Policy 12 (http://horseshoe.musc.edu/~media/files/hr-files/univ-files/policies/policy12.pdf?la=en).

Service Provided
All ACGME and ADA GME residents will be issued a mobile communication device along with a paid monthly Verizon Wireless service plan providing unlimited talk and data (within the US) for the duration of their GME training.

Usage
Mobile communication devices are to be used for official use just as other office equipment. The devices can be used for personal use, as long as it does not increase the State’s cost or violate any laws or ethical standards.

Privacy
Residents have no expectation of privacy as to the use of a MUSC issued mobile communication device. Information Solutions University Communications will have access to detailed records of mobile communication device usage from the vendor service provider, which will be subject to audit.

Security
Mobile communication devices may contain sensitive information. Therefore, residents must install Mobile Device Manager (MDM) http://carcweb.musc.edu/mdm/ios.html to all MUSC devices. It is recommended to create a separate iTunes account for the MUSC provided device.

All residents utilizing a mobile device for paging needs, must install the Spok Mobile Application http://horseshoe.musc.edu/everyone/communications/ccc/spok-mobile.

Non-covered Charges
Residents should avoid making directory assistance (411) calls from a State issued mobile communication device unless the call is necessary for official business purposes and the resident has exhausted all options to obtain directory information from no-cost services.

Employees must reimburse for any incidental personal use that results in an additional expense to the GME Office. These expenses include, but are not limited to, international calls/texts/data usage and excessive directory assistance. When traveling internationally, residents must contact Information Solutions University Communications, 30 days prior to the travel, to make arrangements for international usage plans if using the MUSC supplied mobile device.
Additional Features
Additional for-cost features will not be added to the MUSC supplied mobile plans unless it is necessary for training purposes and documentation is provided by the training program. This includes hotspot features.

Damaged Devices/Accessories
Contact Information Solutions University Communications regarding all damages related to the mobile device. A replacement will be provided if the damage is a result of normal/conventional usage. Multiple replacements for the same account will be reviewed on a case-by-case basis.

Replacement of device accessories such as charging cables, cases, and screen protectors are the responsibility of the resident.

Replacement Phones
Replacement of phones for residents in extended programs will be handled on a case-by-case basis.

Registration on Verizon Website
While utilizing the MUSC provided service plan, residents are not permitted to change any contact information by logging onto the Verizon website. This includes changing the email address associated with the account.

Porting a Personal Number to the MUSC Device
Residents are permitted to utilize a third-party application to port a personal number to the MUSC device. The resident will be responsible for any additional charges incurred as a result of adding a line to the device.

PROCEDURE
1) Information Solutions will work with the departmental Program Coordinators to distribute devices to the ACGME and ADA GME residents.
2) Residents are not required to use the MUSC provided device or service plan and may continue using a personal device, but no reimbursement or compensation will be provided to the resident.
   a. If a resident does not utilize the MUSC provided device or service plan, the device can be returned to the GME Office.
   b. If the resident does not utilize the MUSC service plan, but keeps the device, the Program Coordinator and/or resident must notify the GME Office of this decision within one month of receiving the phone.
3) The GME Office, in conjunction with Information Solutions University Communications, will monitor the usage of the supplied devices and invoice residents monthly for any additional charges incurred.
4) All MUSC service plans will be terminated at the end of the resident’s GME training.
   a. Procedure for residents leaving MUSC:
      i. Messaging
         1. MUHA Communications will automatically wipe the Spok messaging account based on information provided by the GME Office.
2. If you still have a pager, please return it to the Call Center (ART Room M105).

ii. iPhone Equipment/Phone Number
1. The resident may keep the iPhone
2. If the resident would like to take over ownership of the number and responsibility of billing:
   a. Contact Information Solutions University Communications (2-4040) at least two weeks prior to leaving to make arrangements.
   b. Residents may take the number to one of the four state contract providers (Verizon, T-Mobile, AT&T, or Sprint). There are no other options.
3. If the resident is giving up the number:
   a. No action needed. The line number will be cancelled after your last day of employment (based on information provided by the GME Office).

b. Procedure for residents transitioning to faculty:
   i. Messaging
      1. A new Spok messaging ID will need to be assigned. Hold on to the current phone and pager device (if applicable). The department should submit an online request for a new pager account and include billing information. Attending Physician messaging accounts are $100 annually. Once the request is complete, you will receive an email with next steps from the Communications Call Center.
   ii. iPhone Equipment/Phone Line
      1. The resident may keep the iPhone
      2. If moving to faculty and your new department approves taking over payment of the service, please have your department Business Manager contact Information Solutions University Communications (2-4040) to arrange the transfer.
      3. If the department does not take over payment, the resident has two options – take over ownership of the number or cancel the number.
         a. If the resident would like to take over ownership of the number and the responsibility of billing:
            i. Contact Information Solutions University Communications (2-4040) at least two weeks prior to leaving to make arrangements.
            ii. Residents may take the number to one of the four state contract providers (Verizon, T-Mobile, AT&T, or Sprint). There are no other options.
         b. If the resident is giving up the number:
            i. No action needed. The line will be cancelled after your last day of employment (based on information provided by the GME Office).