# **Personal Media Device – Cell Phone Usage**

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**Description:** Provides the directive on the use of a company issued or personal cell phone and other devices within Commercial Care.

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| **Reminders** |

* Personal cell phone usage is a serious concern due to recording features and picture capabilities thus creating a potential HIPAA violation.
* If there is a PHI or potential HIPAA risk, your personal cell phone or devices should not be seen or used.
* Company issued cell phones or devices can be utilized to perform your job assignments.
* You should not be using your personal cell phone at your desk, on the production floor, or in training.
* Personal cell phones, MP3 players (iPods, iPads, laptops), or any other type of device should not be visible or used at your workstation (desk), anywhere in your work area (call center/production floor), non-approved areas, or at the entrance/exit areas of the building. This means that cell phones should not be seen on a colleague’s desk, in a meeting/training, in your hands, on your lap, etc.
* Personal cell phones, MP3 players (iPods, iPads, or laptops), or any other type of device should not be plugged into company systems, regardless of the reason.
* Personal cell phones, MP3 players (iPods, iPads, or laptops), or any other type of device should only be used in designated break areas or when not on the production floor or at exits/entrances.

**Reminder:** Be respectful of your fellow colleagues when using these personal devices in designated break areas.

 In the event of an emergency or if you are expecting an important call, work with your supervisor.

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| **Related Documents** |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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