

SESLHD POLICY COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Preferred ICT Platforms for Collaboration and Video Conferencing within SESLHD
TYPE OF DOCUMENT	Policy
DOCUMENT NUMBER	SESLHDPD/334
DATE OF PUBLICATION	August 2023
RISK RATING	Medium
LEVEL OF EVIDENCE	National Safety and Quality Health Service Standards: Standard 6 – Communicating for Safety
REVIEW DATE	August 2026
FORMER REFERENCE(S)	N/A
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FUNCTIONAL GROUP(S)	Information Management and Data
KEY TERMS	Platforms, communication technologies, software applications
SUMMARY	This policy outlines the communication technologies, service management systems, software applications and devices preferred within SESLHD to support effective clinical collaboration and video conferencing.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY
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1. POLICY STATEMENT

Staff at South Eastern Sydney Local Health District (SESLHD) use a range of electronic communication systems and applications to undertake clinical and corporate functions. This policy outlines the communication technologies, service management systems, software applications and devices preferred for use within SESLHD to support effective collaboration in corporate and clinical scenarios. It is noted that other communication platforms may be utilised with approval from relevant service managers.

2. AIMS

The purposes of this policy are:

1. To inform staff of the preferred applications for communication, collaboration and video conferencing.
2. To outline how the applications may be integrated and used safely and securely with operational and clinical workflows.
3. To identify the clinical and cyber security risks associated with unsupported platforms.

3. TARGET AUDIENCE

All staff within SESLHD using information, communication and technology (ICT) platforms for collaboration and/or video conferencing.

4. RESPONSIBILITIES

Employees will:

- Take responsibility for using approved communication and collaboration platforms to ensure privacy and security of NSW Health information is preserved.
- Ensure communication across platforms comply with the NSW Health Code of Conduct.
- Comply with the basic security requirements when utilising NSW Health-approved and personal devices with approved communication and collaboration platforms.

District / Service / Line Managers will:

- Ensure that staff have appropriate training in utilising communication and collaboration platforms.

Health ICT will:

- Ensure up-to-date licensing of communication and collaboration platforms.

5. DEFINITIONS

Critical communications: Communications related to emergency response or other critical hospital alerts such as medical emergency team, nurse call, etc.

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Document management: Document management is a system or process used to capture, track and store electronic documents such as portable document format (PDF), word processing files and digital images of paper-based content.

Enterprise Imaging Repository (EIR): A centralised imaging store that allows sharing of digital medical images and reports across all public hospitals in New South Wales.

Instant messaging: Text-based communication between two or more people over a computer or mobile device.

Mobile clinical communication and collaboration platforms: Software products that support document management and allow for a virtual workspace where resources and tools are centralised with the aim of facilitating communication and personal interaction across organisations.

Privacy Security and Assurance Framework (PSAF): is the Privacy and Security Assurance Framework process at eHealth NSW.

Records management: This includes identifying, classifying, storing, securing, retrieving, tracking, and destroying or permanently preserving records.

Teleconferencing: A teleconference is a meeting between people using telephone or other voice connection software to communicate with each other.

Video conferencing: Video conferencing is a system that enables people to have an audio-visual meeting using a device.

6. LEGAL AND LEGISLATIVE FRAMEWORK

All users of NSW Health communication systems and devices need to be aware that their use of these systems will be monitored consistent with the relevant provisions of the *Workplace Surveillance Act 2005 (NSW)* and where appropriate, investigated.

Potentially identifiable patient information that is sent through the approved communication platforms must meet the requirements of the *Health Records and Information Privacy Act 2002 (NSW)*; and the *Privacy and Personal Information Protection Act 1998 (NSW)*.

7. POLICY

7.1. Supported collaboration platforms

This section describes the collaboration platforms supported for use across SESLHD and provides guidance on their recommended uses. This aligns with the recommendations outlined in [HD21/9531 NSW Health ICT Collaboration Platforms](#).

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These platforms are supported because they:

- Have undergone the Privacy and Security Assurance Framework (PSAF) process.
- Are supported for use by NSW Health.
- Are assured for privacy and security when transmitting and storing health-related data, and for document management.
- Are licensed for use by all NSW Health employees.
- Meet the requirements outlined in [HD21/8582 NSW Health Clinical Communications Standards](#) for clinical notifications, task management, media management and clinical conversations

7.1.1 Preferred applications for communication/collaboration and recommended uses.

Application	Recommended use	Non-recommended use
Microsoft Teams (MS Teams) and MedSync	Approved for use on personal or NSW Health-owned devices for the communication of patient-related, clinical and sensitive information. It may also be used for the sharing of clinical photography, instant messaging, group messaging, document collaboration, teleconferencing, and video conferencing. MedSync is an application within MS Teams that allows users to send clinical photography and upload images directly into the electronic medical record (eMR) via the EIR.	MS Teams is not recommended for storing formal documents for legal or regulation requirements. MS Teams is not recommended for activation of Clinical Emergency Response (CERs). Review. MedSync is an application within MS Teams that allows users to send clinical photography and upload images directly into eMR via the EIR.
Microsoft Outlook	Microsoft Outlook is used for sending and receiving emails, scheduling appointments and meetings, as well as managing personal tasks, contacts, and notes.	Microsoft Outlook is not recommended for sharing of working documents (as this is better suited to MS Teams or SharePoint).
OneDrive	OneDrive allows for the storage of employee documents on the NSW Health cloud and for sharing large files/information across the organisation.	OneDrive is not recommended for ongoing storage of formal documents for legal or regulatory requirements.

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Application	Recommended use	Non-recommended use
Content Manager (CM)	CM is the recommended formal document storage platform for legal or regulation requirements.	CM is not recommended as a document management and collaboration platform.
KiteWorks Secure File Transfer	Kiteworks is a vendor site used to send recordings and files externally.	KiteWorks is not recommended for communication internally between NSW Health staff.
MedApp	MedApp is an offline accessible, mobile-first tool for accessing clinical and hospital guidelines, communicating with clinicians and facilitating education and training.	MedApp is not recommended for the upload of clinical documentation or reports and is not recommended for storing formal documents for legal or regulatory requirements.
Facebook and Instagram	Health facilities/services can have an approved social media account in accordance with the SESLHD Media and Communications Unit and SESLHDPD/244 Social Media Policy . Wards or services can create closed/private Facebook groups for the purpose sharing information, such as roster changes or other work-related discussion.	Personal use of social media or direct communication with patients.

7.1.2 Preferred Platforms for Videoconferencing and Recommended Uses.

Application	Recommended use	Non-recommended use
Microsoft Teams (MS Teams)	MS Teams can be used for collaboration within NSW Health and with external network and is approved for clinical communication and clinical conferencing (e.g. multidisciplinary (MDT) meetings).	MS Teams is not recommended to be used when hosted by another agency (e.g. university or non-government organisation) as the security is within the NSW Health Teams tenancy.
PEXIP / My Virtual Care (MyVC)	PEXIP and MyVC are the recommended applications for	PEXIP and MyVC are not recommended for large meetings (greater than 100

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Application	Recommended use	Non-recommended use
	virtual care, emergency care, and outpatient clinics.	people) or meetings with non-government organisations.
WebEx	WebEx may be used as an alternative platform for education, training and large group presentations where MS Teams or PEXIP is not available.	WebEx is not approved for sharing clinical or critical communications or any other sensitive or patient identifiable information. Note: eHealth has not been able to provide Privacy and Security Assurance Framework (PSAF) assessment of the WebEx Platform.
Zoom	Zoom may be used as an alternative platform for education, training and large group presentations where MS Teams or PEXIP is not available.	Zoom is not approved for sharing clinical or critical communications or any other sensitive or patient-identifiable information. Note: eHealth has not been able to provide Privacy and Security Assurance Framework (PSAF) assessment of the Zoom Platform.

7.2. Unsupported communication and collaboration platforms

The following are not considered enterprise solutions for collaboration or video conferencing across SESLHD due to the following limitations and risks:

- They are not integrated with NSW Health systems and are not state-wide supported.
- They do not have integrated identity management/log-on.
- An eHealth NSW Privacy and Security Assurance Framework (PSAF) has not been completed on these platforms and hence they pose a significant privacy and security risk to NSW Health. Therefore, they are not recommended for referring to or using sensitive or confidential information.

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7.2.1 Unsupported applications

All other platforms for communication and collaboration are not recommended for use at SESLHD. This includes, but is not limited to:

- Asana
- Dropbox
- Facebook and Facebook Messenger
- FaceTime
- G-Suite, including Google Docs
- iMessage
- Instagram
- MyBeep
- Skype
- SnapChat
- Telegram
- TikTok
- Tumblr
- Twitter
- Viber
- WeChat
- WhatsApp

7.3 Privacy and Documentation Considerations

7.3.1 Use of NSW Health smart devices and personal devices

The [NSW Health Policy Directive PD2022_011 - Bring Your Own Device and NSW Health Smart Devices](#) policy enables staff to use NSW Health-owned mobile and smart devices and/or personal devices to access approved communication and collaboration platforms. This policy outlines the basic security requirements for all mobile and smart devices used within the NSW Health network.

7.3.2 Photography and recording of patients

[SESLHDPD/327 - Photography and Recording of Patients within SESLHD](#) policy outline the requirements of obtaining consent and managing images and recordings for clinical communication.

7.3.3 Use of mobile telephones and wireless communication devices

The [NSW Health Guideline GL2023_010 - Use of Mobile Telephones and Wireless Communication Devices](#) provides directions to NSW Health organisations in respect to the use of mobile telephones and wireless communication devices within the NSW public health system.

8. REFERENCES

8.1 NSW Ministry of Health

- [PD2015_049 - NSW Health Code of Conduct](#)
- [PD2022_011 - Bring Your Own Device and NSW Health Smart Devices](#)
- [NSW Health Clinical Communications Standards](#)
- [NSW Health ICT Collaboration Platforms](#)
- [Mobile and Smart Device Standards](#)
- [GL2023_010 - Use of Mobile Telephones and Wireless Devices](#)

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8.2 SESLHD

- [SESLHDPD/327 Photography and Recording of Patients within SESLHD](#)

9. VERSION AND APPROVAL HISTORY

Date	Version No.	Version and approval notes
31 August 2023	1.0	New document. Approved at August 2023 Executive Meeting.