

# WORKING FROM HOME DURING COVID-19?

## 8 security and privacy requirements

### Store Files on Health Organization Provided Resources



Store private or confidential information either on your health organization provided laptop or on a shared network drive if you have Citrix access.

### Secure Your Devices



Use strong passwords that are not re-used on other sites and services and set your screen to time out after 15 minutes of inactivity. If you need to walk away, always remember to lock your account (Start + L). When in a public place, remember to store your device in a secure location and ensure it is out of sight.

### Be Aware of your Surroundings



Be aware of your surroundings before discussing or accessing private or confidential information so as to prevent it from being overheard or viewed by unauthorised individuals.

### Lock Away Paper Records



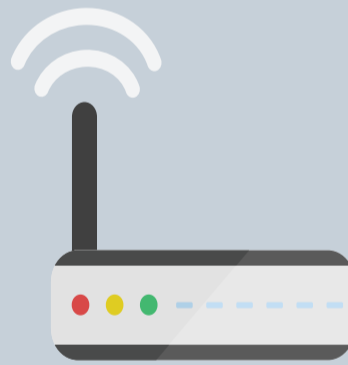
Only take the minimum amount of information out of the office (if required to do your job). When at home, make sure paper records are locked away (e.g. filing cabinet, desk drawer) and only accessible by you. Clinical records should NOT be taken off site. Please consult with your privacy team about alternative solutions.

### Be Mindful When Using Email



Be sure to use work email rather than personal email. Also be on the lookout for urgent requests to share sensitive information, suspicious links or attachments, spelling and grammatical errors or offers that are too good to be true. When in doubt, forward it to [spam@phsa.ca](mailto:spam@phsa.ca).

### Be Cautious When Connecting to WiFi



Make sure your home WiFi has a strong password and WPA2 encryption enabled. This will prevent strangers from piggybacking on your WiFi connection or hackers intercepting your browser activity (e.g. passwords, credit card information, etc.)

### Be Mindful of the Information you Share



Hackers are skilled at capturing information you share in person, online or over the phone. They may tell you they are an IT consultant or they may scour your social media profile to try and answer "challenge" questions on your accounts.

### Use Citrix Remote Access



Use Citrix to access applications that are available on the network but not on your health organization provided laptop. Citrix also encrypts the data that travels from your work laptop to the network. To request Citrix, [click here](#).

### For questions about:

IT Security: [IMITSSecurity@phsa.ca](mailto:IMITSSecurity@phsa.ca)

Citrix Remote Access: PHSa 604-675-4299 | VCH 604-875-4334 | PHC 604-806-9333

Privacy (e.g. collecting, using, sharing or storing personal information, or reporting a breach): PHSa [privacyandfoi@phsa.ca](mailto:privacyandfoi@phsa.ca) | VCH [privacy@vch.ca](mailto:privacy@vch.ca) | PHC [privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)

To report a phishing email: [spam@phsa.ca](mailto:spam@phsa.ca)

For guidelines about working from home: PHSa | VCH | PHC