

**Behavioral Health Services  
QUALITY IMPROVEMENT – MIS MEMO**

**To:** System of Care Providers

**From:** AnnLouise Conlow, Senior Manager of Information Systems  
Behavioral Health Services - Quality Improvement

**Re:** Use of Cerner Community Behavioral Health (CCBH) Outside of the Office-**UPDATE**

**Date:** May 9, 2016

Below are some frequently asked questions and answers surrounding staff's use of CCBH outside of the office. In general, remember that *all staff that access CCBH remotely must also adhere to the standards set forth in the County's Summary of Policies and must ensure the privacy and security of client data at all times.*

- 1. QUESTION:** I would like to access CCBH from my personal computer. Is this acceptable?  
*ANSWER: No. County or Contractor staff may not access CCBH from a personal computer. CCBH is a County-owned system that must be accessed from a work-issued computer. Work computers have consistent levels of security, encryption, and anti-virus software that better protect client data.*
- 2. QUESTION:** Because the nature of my work requires me to work outside the office, I have a work-issued laptop and would like to use CCBH at home. Is this acceptable?  
*ANSWER: Maybe. You should first refer to your program's policies for work done while away from the office and have your manager's permission to work from home. Staff at contracted programs should also ensure that accessing CCBH remotely is within the scope of their County contract. As above, a laptop provided by your employer should have sophisticated encryption, security, etc, to best protect and secure any client data in case of loss or theft.*
- 3. QUESTION:** I have a work-issued laptop and would like to access CCBH from another place of business, such as a coffee house. Is this acceptable?  
*ANSWER: Yes. Use of CCBH in public, and/or on public Wi-Fi, is up to the program or contractor's discretion. Before any staff accesses CCBH from a public place, however, programs should take appropriate action to ensure client data is protected. For instance, as above, staff should ensure the laptop contains appropriate security and that other customers cannot view any information.*

For additional information or questions, contact Patricia Madison, at [patricia.madison@sdcounty.ca.gov](mailto:patricia.madison@sdcounty.ca.gov).