

## Social Media, Communicating and Personal Device Use by FCC Volunteers

Communications among FCC advisers, and between advisers and St. Jude staff	Example: Not OK	Example: OK	Guidelines
Limited communication regarding St. Jude business (no PHI) with other St. Jude advisers and SJ employees	Discussing PHI Discussing confidential St. Jude business where others can access it	Updates regarding FCC business topics Recruitment of parent for FCC adviser role	No using social media sites Emailing and calling ok Prefer use of St. Jude email account if one has been provided; Text not preferred <b>Must use</b> password protection on personal devices such as phones and laptops
Communications with other SJ families			
<i>If the connection with the other family is ...</i>			
In or because of the FCC adviser role and beyond adviser recruitment	Example: Not OK	Example: OK	Guidelines
Limited communication regarding St. Jude business (no PHI)  Discuss FCC role and opportunities with appropriate patient families (recruitment)	Met another parent while serving as an adviser placed on a nursing unit council, then find out your children go to school together (except you may communicate separately about school events)  Learned of a parent who filed a grievance and FCC advisor approaches to discuss FCC	“I am so glad to hear from you. Because of my role as a volunteer, I am not permitted to friend on social media sites. Wishing you and your family all the best”  “I am so glad to hear from you. Because of my role as a volunteer, I am not permitted to email/text/phone call with families. Wishing you and your family all the best.”  “I will be glad to email some information about FCC and the available roles.”	No using social media sites Emailing and calling ok Prefer use of St. Jude email account if one has been provided; Text not preferred <b>Must use</b> password protection on personal devices such as phones and laptops OK only if it is a specific part of your role as an advisor, i.e. PAIR or Bereavement mentor
Outside of the adviser role	Example: Not OK	Example: OK	Guidelines
Social media communications permitted if neither PHI nor St. Jude affiliation is mentioned	“So glad you son’s AML is better.” “See you next time you’re at St. Jude.” “So glad SJ cured your child’s disease.” “When was he diagnosed?” “Is she taking xyz medication?” “Meet you at Kay Kafe next time!” “I’m sorry she has to go for proton therapy.” “Who is your doctor?” “Did you hear about the shortage of the drug your child is taking?” “Did you know that 20% of patients with his diagnosis have that outcome?”	Very generic responses to posts Post is “No more chemo!” OK Response: That’s great! Congrats, way to go! Post gives medically bad news OK Response: I’m so sorry. Best to you and your family. We’re praying for you. Post gives news of patient death. OK Response: Condolences, offers to help and/or pray, inquiries about funeral arrangements, donations.	OK to friend, message, post OK to call, email, text Prefer use of password protection on personal devices such as phones and laptops  <i>**Note: mental health, HIV status, drug abuse and certain sensitive information is particularly protected under the law</i>

**The legal and policy considerations that inform these rules are:**

- Respect and appreciation for the role and relationship of parents and the importance of their supporting each other through difficult and good times;
- HIPAA and state laws requiring strict protection of the privacy of patient data;
- HIPAA law requiring appropriate safeguards of PHI to protect it from being viewed if device is lost or email account is hacked;
- The need to guard the confidentiality of St. Jude operations and decision-making information with which you are entrusted;
- Protection of professional boundaries between workforce members (which, under HIPAA, includes volunteers) and patients/families.