



Faxes



Policy A-IC-18

June 29, 2006
Revised September 30, 2016

Purpose: To ensure the confidentiality of protected health information and other sensitive information of any nature.

Policy: Protected health information or confidential information of any nature should *only* be sent by facsimile when timeliness, detail of information, and severity are an issue; or when requested by the patient, responsible medical provider, or other entity legally entitled to the information, or when encrypted email is not an option. If there is any doubt, consult the HIPAA officer.

Procedure:

- I. Fax Machine
 - A. The fax machine shall be kept in a location with limited access available for designated staff to send and receive protected health information and other protected health information.
- II. Coversheets
 - A. Designated staff must complete a TRDHD coversheet with the appropriate name of the intended receiver of the fax any time confidential information is sent. The coversheet must be fully completed, and include the fax number of the intended receiver.
- III. Verification
 - A. Verification of receipt by the intended receiver is required by phone when the information sent by fax is deemed to be highly confidential or critical to the imminent health and well-being of a patient or other individual.
- IV. Incoming Faxes
 - A. Incoming facsimile information shall be removed from the machine by designated staff promptly upon receipt and delivered to the intended recipient.

District Director

Date

Chairperson, Three Rivers District Board of Health

Date