

**Surry County Health & Nutrition Center
Sending and Receiving a Fax**

Manual: Agency	<u>Applicable Signatures/Title</u>
Chapter:	Program Director:
<input type="checkbox"/> Program Policy:	Supervisor:
<input type="checkbox"/> Program Procedure:	Supervisor:
<input checked="" type="checkbox"/> Management/Department-wide Policy:	Director of Nursing:
<input type="checkbox"/> Personnel/Fiscal Policy:	Medical Director:
	Health Director:
Distributed To: All staff	Board of Health Chair:
<input type="checkbox"/> Reviewed by QIT	Effective Date:
QA Coordinator:	Revised/Reviewed:

Policy: All employees of Surry County Health & Nutrition Center, who in order to carry out their job duties, will be allowed to send and receive faxes. Employees who have the responsibility of sending and receiving PHI by fax will take reasonable steps to ensure accurate fax transmissions are sent to, and received by, the intended recipient. All staff are responsible for protecting the privacy of our patients/clients personal health information.

Purpose: Fax machines allow information and documents to be quickly and cost efficiently sent between covered entities. Transmission of protected health information by fax poses significant privacy risks associated with misdirected faxes to the wrong recipient, or faxes received in unsecure locations. Surry County Health & Nutrition Center is obligated to provide physical, technical, and administrative safeguards to secure all health information and general privacy of its clients.

Definitions: PHI: Protected Health Information that can be used to identify an individual
 SCHNC: Surry County Health & Nutrition Center
 HIPAA: Health Insurance Portability and Accountability Act of 1996

Applicable Law, Rules and References: HIPAA privacy rule, public health confidentiality laws; NC GS 132-Public Records

Responsible Person(s): Authorized SCHNC employees who send and receive faxes, record management staff

Equipment Required: Cover sheet with SCHNC name and phone number, fax machine

Procedures:

1. Authorized employees of SCHNC who send a fax will verify phone number of intended recipient by double checking number before and after entering number into fax machine prior to pressing start.
2. **All faxes sent will have a cover sheet.** Some departments have their own department specific cover sheets. All cover sheets should contain the following information: SCHNC logo, or logo specific for their department, phone and fax numbers, the name of the person sending the fax and phone number if different, date, number of pages being faxed, name of intended recipient, and any necessary comments.
3. All cover sheets will contain this confidentiality statement:

Confidentiality Note

The information in this facsimile is considered legally privileged and confidential and is intended only for the individual or entity named above and must not be re-disclosed. If the receiver of this message is not the intended recipient, you should be made aware that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately via telephone and destroy all pages of this facsimile immediately. Thank you.

4. Cover sheets will be copied by the record management staff from an original to ensure the information contained on the sheet is legible.
5. The record management staff shall remove all received faxes from the fax machine promptly upon the faxes' receipt and deliver the fax to the intended recipient's mailbox in a closed inter-departmental envelope.
6. Staff who are expecting faxes should check their mailbox as soon as possible.
7. If a fax is received in error, the record management staff will call the sender and inform them of the mistake, log the time, date, name of agency, phone number, and that it was shredded into the fax log book, then shred the fax.
8. If we send a fax in error, complete the following steps:
 - Immediately call the person/agency to whom the fax was sent
 - Inform them that they have received PHI in error
 - Ask them to fax it back (or shred the information if you trust them to do this. Ask them to tell you when they have shredded the information.)
 - Log the disclosure in the patient's chart
 - Notify the HIPAA Privacy officer
9. Faxes should not be left lying on the counter near the fax. If record management staff are not available, then the person who finds a fax in the machine should leave it in the fax, or place it in an inter-departmental envelope kept in the record room. Staff may leave the envelope on the counter by the fax until the record management staff returns and places it in the mailbox of the intended recipient.

10. At the end of the workday, record management staff will lock the door to the record room where the fax is located. [The door to the record room has a keypad which requires individual pass codes to enter].

Non-compliance to this policy could result in a non-compliance notification and/or subject to the disciplinary process.

F:Health/Accreditation/Surry Policies/Agency Wide Policies/Sending and Receiving a Fax/3/09