



COHESIVE HEALTHCARE MANAGEMENT & CONSULTING

MANGUM REGIONAL MEDICAL CENTER

TITLE		POLICY
Faxing Protected Health Information		HIM-014
MANUAL	EFFECTIVE DATE	REVIEW DATE
Health Information Management	8/22/2016	8/2017, 5/2018, 8/30/2019, 12/1/2020
DEPARTMENT	REFERENCE	
Health Information Management	See below	

PURPOSE

To ensure the appropriate safeguards are in place for faxing of protected health information (hereafter referred to as “PHI”).

POLICY

Mangum Regional Medical Center ensures appropriate technical, physical safeguards and practices are in place to protect the privacy of PHI.

PROCEDURE

The steps below shall be followed by all individuals responsible for handling the faxing of PHI to ensure appropriate safeguards are in place to protect patient privacy.

A. Sending Faxes Containing PHI

1. Transmission of PHI via fax machine shall be performed only when necessary if documentation cannot be viewed electronically or mail-delivered copies will not suffice.
Examples:
 - a. Faxing to another covered entity for continuity of care.
 - b. Case Management faxing for transfer placement, concurrent insurance review and DME.
2. When required by the Use and Disclosure of Protected Health Information policy (See HIP-000), a HIPAA Compliant authorization for release of PHI signed by the patient or the patient’s legal representative shall be obtained prior to faxing any information.
3. Highly sensitive information such as HIV status, alcohol or drug related diagnoses or test results and mental health information shall not be faxed unless emergency

medical care or the quality or timeliness of patient care is dependent upon immediate receipt of the information.

4. A Fax Coversheet (See Attachment A) shall be utilized with all manual fax transmittals. This Fax Coversheet shall contain the following elements:
 - a. Date of fax transmission.
 - b. Time of fax transmission.
 - c. Name of recipient.
 - d. Recipient's fax number.
 - e. Recipient's phone number.
 - f. Name of sender.
 - g. Sender's fax number.
 - h. Sender's phone number.
 - i. Number of pages sent (including cover sheet).
 - j. Confidentiality Notice.

CONFIDENTIALITY NOTICE

The documents accompanying this transmission contain confidential health information that is legally privileged. This information is intended only for the use of the individual or entity named above. The authorized recipient of this information is prohibited from disclosing this information to any other party unless required to do so by law or regulation and is required to destroy the information after its stated need has been filled.

If you are not the intended recipient, you are hereby notified that any use, disclosure, copying or distribution of the contents of these documents, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this information in error, please notify the sender immediately and arrange for the return or destruction of these documents.

5. The sender shall compare the fax number in the fax machine readout with the fax number on the cover sheet to ensure there has not been a misdial. If the number is not the same this affords the opportunity for correction prior to pushing the "Send" button.
6. All fax machines shall be in a secure area.
7. If a question arises as to the transmission or receipt of a faxed document, a log can be generated from the fax machine, which indicates the transmission and receipt information.

B. Auto-faxing

1. Auto-faxing shall be used exclusively for continued care and treatment.

Examples:

 - a. Faxing radiology results to the ordering physician.
 - b. Faxing laboratory results to the ordering physician.

2. Auto-faxing is the automated (computer initiated) method of sending documents over a network.
3. The system generates a cover page with auto-faxed transmittals.
4. Numbers used for auto-faxing shall be audited every six months to eliminate errors in faxing.

C. Receiving faxes containing PHI

1. Workforce members shall promptly remove faxed documents from fax machines when fax machines are not located in a secure area.
2. If a fax is received in error, inform the sender if possible and dispose of the fax in a secure manner.

D. Misdirected Faxes

1. If a workforce member sends a fax to an incorrect number, the workforce member must immediately take steps to retrieve and/or destroy the information.
2. The workforce member must promptly call the recipient of the misdirected fax to have the receiver either destroy the information or mail the information back to the workforce member.
3. The workforce member must notify the Privacy Officer, Security Officer and Compliance Officer.

ATTACHMENT

Attachment A - Fax Coversheet (HIM-014A)

REVISIONS/UPDATES

Date	Brief Description of Revision/Change
8/30/2019	Change in header, number, font, and format.
12/1/20	Change in Header and Spacing. Revise Section A heading. Revise Section A4 to include elements of fax. Add sections C and D. Apply acronym.