LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER - SHREVEPORT

FAX POLICY FOR TRANSMITTING PATIENT INFORMATION

Purpose:

To define the minimum guidelines and procedures that must be followed when transmitting protected health information via facsimile.

Policy:

1. All fax machines used for patient care or patient related services shall not be located in areas accessible to the general public but rather in secure areas.

2. Information transmitted must be limited to the minimum necessary to meet the requester’s needs.

3. A specific individual should be assigned to monitor the fax machine. This individual should be responsible for:

   A. Checking the fax machine at regular intervals for incoming information. Each department is responsible for ensuring that incoming faxes are properly handled.

   B. Reading the cover letters and following any instructions for verifying receipt of documents.

   C. Notifying the individual to whom the fax is addressed.

4. Limited and specific medical record information may be faxed in the event of an emergency or for immediate direct patient care.

5. The availability of the authorized receiver should be verified by phone before sending the information when the authorized receiver is not known.

6. All patient information should be accompanied with a cover letter containing a "Confidentiality Notice; i.e.,

   The documents accompanying this telecopy transmission contain confidential information, belonging to the sender, that is legally privileged. This information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or action taken in reliance on the contents of these documents is
strictly prohibited. If you have received this telecopy in error, please notify the sender immediately to arrange for return of these documents as soon as possible. Thank you.

7. A variance report should be completed for a misdirected fax of patient information and routed to quality management. If the misdirected fax contained patient information, a disclosure for the patient involved must be logged on the LSUHSC-Shreveport HIPPA disclosure log located at www.sh.lsuhsc.edu/compliance/hippa/.

8. A letter requesting the return of misdirected fax information should be faxed to the receiver of the misdirected fax information. The misdirected information should be returned via mail or courier.

9. Results of tests, transcribed reports, physician orders, etc. may be faxed internally to expedite patient care services. Departments must define parameters for retention and destruction of this faxed information.

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Administrator

________10/22/03_______
Date

Approved by Clinical Board: 8/15/00, 10/21/03

Written: 11/97
Reviewed: 8/00
Revised: 9/03