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. Limited and specific protected health information (PHI) may be faxed when mail-delivered copies will not meet the needs for treatment, payment or healthcare operations.

2. Within LSUHSC-S facilities, results, tests, transcribed reports, and physician orders may be faxed to expedite patient care services. Departments must define parameters for retention and destruction of this faxed information.

3. The sender must limit the information transmitted to the minimum necessary to meet the requester’s needs.

4. Fax numbers shall be verified before faxing documents.

5. The availability of the authorized receiver shall be verified by phone before sending the information.

6. All fax machines used for patient care or patient related services shall be located in secure areas that are not accessible to the general public.

7. A specific individual shall be assigned to monitor the fax machine. This individual shall 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.

8. 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.
9. Misdirected faxes that contain patient information must be reported to the Compliance Office and the disclosure must be logged on the LSUHSC-Shreveport HIPAA disclosure log located at www.sh.lsuhscl.edu/compliance/hipaa/.

Administrator

9/18/12
Date

Approved by Clinical Board: 8/15/00, 10/21/03, 11/21/06, 10/20/09, 9/18/12
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