

FACSIMILE MACHINES AND PROTECTED HEALTH INFORMATION PROCEDURE

1. The BHHF Privacy Official or Designee(s) is responsible for approving a standard facsimile cover sheet to be used with any fax transmission of protected health information.
2. Anyone sending PHI by fax must use the standard cover sheet.
3. At each location at which a fax machine is used to send or receive PHI, the senior administrative person will assure that the fax machine is located in a secure area, where only authorized workers have access to it.
4. Anyone sending a fax that contains PHI will double check the accuracy of the destination number in the fax machine's LCD or other display before sending the fax.
5. Transmittal records for each fax that contains PHI must be checked immediately after the transmittal to assure that the information was sent to the correct number.
6. Anyone who sends PHI by fax must attach the transmittal record to the information that was faxed.
7. Whenever possible, separate fax machines will be installed to receive PHI and administrative information.
8. Prior to distribution of a fax message received at a BHHF location, the message must be reviewed to make sure that all pages that belong to that message have been received and are together, and that pages that belong to other messages are not included inadvertently. The cover sheet received with the message, if any, will be placed on top of the message.
9. At each location at which a fax machine is used to send PHI, the senior administrative person will preprogram and test frequently used fax numbers.
10. If it is discovered that PHI has been sent to the wrong fax number, the sender must immediately send a second fax to the number that was contacted in error, reiterating the confidentiality message, above, and asking the recipient to telephone the sender immediately to arrange proper disposition of the information.
11. Any instance of transmitting PHI to the wrong destination number must be reported to the BHHF Privacy Official or Designee(s) immediately. The report must include the date, time, the wrong number, the correct number, the intended recipient, the identity of the patient, and a brief description of the information that was transmitted in error. (See also the DUTY TO MITIGATE EFFECT OF SECURITY OR PRIVACY BREACH policy). Transmission of PHI by Fax to a wrong number is must be included in an

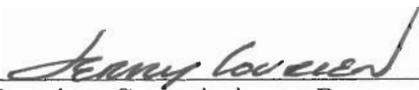
accounting of disclosures of PHI. See the ACCOUNTING OF DISCLOSURES OF PROTECTED HEALTH INFORMATION policy.

12. At each location at which a fax machine is used to send PHI, the senior administrative person will assure that used carbon rolls from fax machines are incinerated or otherwise rendered unreadable.

REFERENCE: 45 CFR § 164.530(c)

Effective Date: 4/14/03

Dates Revised:



Jerome E. Lovrien, Commissioner, Bureau for Behavioral Health and Health Facilities