



**Vice President and Chief Executive Officer of the Medical Center**

**MEDICAL CENTER POLICY NO. 0194**

- A. SUBJECT: Faxing of Patient Information
- B. EFFECTIVE DATE: October 1, 2012 (R)
- C. POLICY:

As with other forms of patient documentation, the confidentiality of patient information that is transmitted *via* facsimile must be maintained.

The transmission of patient information *via* facsimile within and outside the University of Virginia Medical Center for purposes other than treatment, payment or healthcare operations may require patient authorization which must meet the requirements of [Medical Center Policy No. 0092 "Release of Patients' Protected Health Information"](#). The faxing of PHI is permitted between the provider and the patient for point of care only. Other fax requests must be referred to the Release of Information section of HIS unless other arrangements are made between HIS and the patient care area, inpatient or outpatient. Refer to [Medical Center Policy No. 0092 "Release of Patients' Protected Health Information"](#) for further detail. When health information is transmitted *via* facsimile, the following steps shall be taken to assist in maintaining confidentiality\*.

D. PROCEDURES:

1. Senders shall adopt the following measures which are designed to safeguard the transmission of information to intended recipients, minimize instances of transmission of information to unintended recipients, and provide a mechanism for handling information received by unintended recipients:
  - a. Use fax cover sheets containing the following information with all transmissions:
    - Date and time of transmission;
    - Sender's name, address, and telephone number;
    - Intended recipient's name, organization, and telephone and fax numbers;
    - Number of pages sent;
    - A confidentiality notice, which includes instructions regarding the handling of communications transmitted to an unintended recipient. A sample format appears below:

\*\*\*\*\*Confidentiality Notice\*\*\*\*\*

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\* See also [Medical Center Policy No. 0021 "Confidentiality of Patient Information"](#)

(SUBJECT: Faxing of Patient Information)

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is confidential and privileged/exempt from disclosure. If the reader of this message is not the intended recipient or an employee responsible for delivering the message to the intended recipient, you are hereby notified that any disclosure, dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and either shred or return the original message to us by mail. Thank you.

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- b. Use automatic transmittal verification sheets.
  - c. Pre-program commonly used numbers into the fax machine and/or electronic record systems with faxing capability, to minimize transposition of numbers,
  - d. Implement a pre-transmittal verification process to confirm that an individual is standing by to receive the document.
  - e. Locate fax machines in secure areas and limit access to them.
  - f. Monitor incoming documents on each machine, remove incoming documents promptly, examine them to ensure receipt of all pages in a legible format, and distribute them in a confidential manner in accordance with their instructions.
2. Any questions regarding the faxing of patient information should be directed to the Health Information Services (Medical Records) Department at 924-5136.

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center



DATE:

Medical Center Policy No. 0194 (R)

Approved November 1997

Revised October 2001, November 2002, November 2004, November 2007, September 2009, September 2012

Approved by (Interim) Chief Technology and Health Information Officer

Approved by Medical Center Administration