



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: INTERNATIONAL CALLING/FAXING

Policy A322

No.: August 5, 2009

Revision Date: December 3, 2015

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PURPOSE:

To establish controls over the placement of telephone calls and transmission of documents via facsimile to areas outside the United States.

POLICY:

International calling/faxing must be for County business only and must have prior authorization from Hospital Administration.

PROCEDURE:

International calling from Rancho telephones will be placed through the Rancho telephone operator, with approval by Hospital Administration. All calls placed by the telephone operator to areas outside the United States will be documented by the telephone operator, with the reason for the call (e.g., patient admissions), the person requesting call and person authorizing call.

International faxing may be done using the facsimile machine located in Hospital Administration, Harriman Building, room 103. It should be used only where existing mail service is deemed unreasonable. All material requiring out-of-country faxing must be approved by the department head/program chief, on a "Request for International Faxing" (Attachment I). The secretary to the Chief Executive Officer or Chief Operations Officer will review the request before allowing the use of the international fax line. Hospital Administration will maintain the "Request for International Faxing" forms for auditing purposes.

International fax auditing provides a mechanism for reviewing and reporting periodically all International telephone calls/faxes to department heads/program chiefs with a copy to the Chief Executive Officer (CEO) and Chief Information Officer (CIO). An investigation will be initiated for non-authorized calls. Any possible abuse of the system will be turned over to the DHS Inspection and Audit using a cover memo prepared for the CEO's signature containing call/fax details, results of the initial investigation, and request for assistance in the further investigation.

FT:ad

EFFECTIVE DATE: March 1997

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.

RANCHO LOS AMIGOS
NATIONAL REHABILITATION CENTER

HOSPITAL ADMINISTRATION

INTERNATIONAL FAXING REQUEST

Department: _____ Phone Number: _____

Approved by: _____ Date: _____
Department Head/Program Chief

Contact Person: _____ Phone Number: _____

Destination: _____ (include address, country, fax No.)

Justification:

For Administration Use Only

Approved by: _____ Date: _____ Control # _____