

LAC+USC MEDICAL CENTER POLICY

Subject: FACSIMILE (FAX) TRANSMISSIONS	Original Issue Date: 4/16/02	Policy # 410
	Supersedes: 10/10/17	Effective Date: 11/18/19
Departments Consulted: Health Information Management Risk Management HIPAA Office Health Information Committee	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

PURPOSE

To establish guidelines for faxing within and outside the LAC+USC Medical Center to protect confidential patient health information and the patient from unauthorized or inappropriate fax release of sensitive medical information.

POLICY

- All communications transmitted using facsimiles (faxes) must adhere to the set guidelines. These include sending or receiving faxes during off-hours. Communications involving a patient's medical record or information must follow the established Health Information Management protocol.
- Health Information Management (HIM) is responsible for responding to requests to release patient health information outside of the facility and/or to individuals who are not members of the workforce, and all inquiries shall be referred to HIM.
- Protected health information may be transmitted via facsimile by HIM to avoid an interruption or delay in the patient's care and in medical emergencies.
- The direct facsimile transmission of PHI within the Medical Center may be done for patient care and/or operations without patient authorization, but must have a facsimile cover sheet attached. These transmissions may be done between departments and do not need to be performed through HIM.
- Facsimile transmission of patient's protected health information must be in compliance with the release of medical information policy and the Health Insurance Portability and Accountability Act (HIPAA) privacy rules.

PROCEDURE

- PHI FACSIMILE (FAX) TRANSMISSIONS
 - Receive fax request and a properly signed and completed authorization from the patient, patient's guardian, or patient's legal/surrogate representative, if request is from outside of the facility or from individuals who are not members of the workforce.
 - Complete a DHS/LAC+USC facsimile cover sheet with a confidentiality statement (such as Attachment A).

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- Telephone recipient to inform him or her of the imminent transmission and request recipient to stand by the facsimile machine.
 - Contact recipient to verify that all documents were received.
 - Document verification of receipt of records on the facsimile cover sheet.
 - File facsimile cover sheet with verification in the patient’s health record under the “Correspondence” tab in the patient’s medical records.
- **NON-PHI FACSIMILE (FAX) TRANSMISSIONS**
 - Access to fax machines and their use shall be restricted to County business only.
 - All communications must include the attached cover letter.
 - *Use extreme care in giving out the number of any Medical Center fax machine*
 - All unsolicited faxes with non-work related material such as advertisements should be directed to the area supervisor for investigation and follow-up
 - The fax device must be accurately set with location name, date, and telephone number.
 - The activity report should be reviewed regularly by the area supervisor for appropriateness of connection telephone numbers. **(Note: A procedure should be developed to support this statement or the statement should be removed.)**

RESPONSIBILITY

All Workforce Members

PROCEDURE DOCUMENTATION

HIM Policy and Procedure Manual

REFERENCE

California Healthcare Association Consent Manual 27th Edition, Chapter 14
 California Code of Regulations, Title 22, 70747, 70749, 70751
 Health Insurance Portability and Accountability Act, Privacy Rule (HIPAA)
 Joint Commission Standards (Management of Information/Rights)

ATTACHMENT

Attachment A – Facsimile Transmittal Cover Sheet

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REVISION DATES

April, 10, 2007; October 20, 2008; November 12, 2013; October 10, 2017, November 18, 2019