

DRAFT POLICY

Privacy – Faxing Confidential Information

ISSUED BY		Original Issue Date	5/05
Date	Name/Department	Last Review Date	[M/Y]
	Privacy Committee	Last Revision Date	[M/Y]
APPROVED		Approved for Manual	[MM/YY]
Date	Committee	x	[Title]
Manual	Section	ADMINISTRATION	PRIVACY

Related Documents : Information Technology Security Policy
 Privacy

POLICY STATEMENT:

All employees or agents of Headwaters Health Care Centre (HHCC) have a responsibility to implement reasonable privacy and security safeguards when faxing patient or other confidential information. Examples of confidential information include:

- Patient information
- Information on salaries and benefits
- Information on hospital payments such as OHIP numbers
- Any information that identifies an individual

Procedure:

1. To minimize the risk of inadvertent disclosure when faxing personal health information:
 - Employees and agents of Headwaters may only fax patient information or other confidential information when no more secure practical alternative exists.
 - Whenever possible, enter frequently used fax numbers, both inside and outside the hospital, into the speed/auto dial of the fax machine to minimize errors in entering the fax number.
 - If a faxing to a new location, phone the recipient to double check the fax number prior to faxing.

- Always use a HHCC fax cover sheet, containing a confidentiality clause and clearly indicating the sender's name, the recipient's name, number of pages, and the relevant department contact information [template on Intranet – see forms], for outside fax numbers.
 - Ensure all HHCC fax machines are located in a private and secure area.
2. Upon being made aware that confidential information may have been sent accidentally to an unauthorized recipient, the employee or his/her manager must:
- Request the recipient to destroy the material in a secure and confidential manner.
 - The employee or his/her Manager should contact HHCC's Privacy Officers at ext. 2578 or privacy@headwatershealth.ca to notify them of the misdirected fax. The Privacy Officers at the hospital will notify the patient of the privacy breach.

Fax

Department Name
Telephone Number
Fax Number

To:	From:
Fax:	Pages:
Phone:	Date:
Re:	CC:

Urgent **For Review** **Please Comment** **Please Reply**

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