NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES

POLICY AND PROCEDURE

SUBJECT: FACSIMILE TRANSMISSION OF PROTECTED HEALTH INFORMATION (PHI)

NUMBER: NN-IM-PS-12

ORIGINAL DATE: 10/02/03

REVIEW/REVISE DATE: 11/02/06, 11/19/09, 6/21/12

APPROVAL: Cody Phinney, Agency Director

~~~~~~

I. PURPOSE

To establish guidelines for disclosure of protected health information (PHI) by facsimile (fax)

II. POLICY

It is the policy of Northern Nevada Adult Mental Health Services (NNAMHS) to maintain confidentiality and security of all medical records in accordance with Nevada Revised Statutes, Federal Regulations and Division Mental Health and Developmental Services procedures.

III. REFERENCES

NNAMHS Policy and Procedure NN-IM-PS-07 Minimum Necessary Data
~~~~~~

IV. PROCEDURE

1. Faxed Authorization – A faxed authorization is acceptable in order to expedite sending information by return fax.
2. Faxed Consent for Medication – a faxed consent for medication is acceptable to prevent delays in providing consumers with treatment. The original should be mailed or delivered to NNAMHS as soon as possible.
3. Confidential Fax Cover Sheet – If another hospital or physician will accept a fax, a cover sheet will be faxed with the information requested. The cover sheet will state:
   a. NNAMHS address, phone and fax number.
   b. Date and time of transmission.
   c. Number of pages being faxed (including cover sheet).
   d. Intended receiver's name
   e. Receiver's facility, name, address, phone and fax number.
   f. Confidentiality Statement.
   g. Steps to take if receiver is not the authorized receiver.
   h. Specify what is being sent: Name and number to call to verify receipt of the fax or to report problems with the transmission.
   j. The cover sheet becomes a permanent part of the medical record.

4. Faxing PHI: The Fax Machine may be used to send over PHI under the following circumstances:
   - Only the minimum necessary in order to perform a specific job function
   - When transmission is time-sensitive
   - When delivery by mail will not meet the reasonable needs of the sender or recipient.

   a. A confidential fax cover sheet (described above) will be used for faxing PHI. No PHI may be included on the fax cover sheet.
   b. Documentation of faxed PHI will be made in the patient's record on the back of the appropriate authorization.

5. For reporting of AWOL, PHI may be faxed and shall be limited to identifying information on the Sparks Police Department Missing Persons Report Form # 1400. Information is limited to the minimum necessary.
6. Whenever possible, during regular business hours, Health Information Services staff shall fax emergent PHI.
7. All levels of supervisory staff are responsible for surveying their program area to secure and ensure fax machines are strategically placed in areas where unintended recipients are not likely to have access to fax transmissions of PHI.
8. All Staff are responsible for reporting suspected violations of this policy to their supervisors or Performance Improvement.
9. PHI received via fax is acceptable and may be included in the consumer's medical record.
10. Requests by Social Security Administration should be handled by Health Information Services
11. With an appropriate authorization from the consumer, PHI may be faxed for discharge planning purposes and for obtaining Preadmission Scoring and Resident Review (PASRRs). Follow above procedures.