

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # ADMIN-11

SUBJECT: TRANSMISSION OF CLIENT RECORDS VIA FAX

DATE REVIEWED/REVISED: 10/15, 11/18, 5/20

POLICY STATEMENT: All documents faxed to another health care provider or other duly authorized recipient will be documented in the Progress Notes and the Transmission Confirmation Report will be scanned into the record to document that the records were transmitted to the appropriate facsimile number.

PURPOSE: To maintain the confidentiality of documents transmitted pursuant to a request properly authorized by a past or present client for the purposes of coordination of treatment with another health care provider.

RESPONSIBILITY: All RVCC staff.

PROCEDURE:

- A. Confidential client information should be faxed only in cases of emergency or urgent care situations and pursuant to the agency's policy regarding release of client information.
- B. All client records transmitted by facsimile will be done under the agency's facsimile Transmission Cover Sheet, which states that all information contained within is for the person to whom it is addressed only, that the information being transmitted is confidential and that if it is received in error, that the agency should be notified immediately and the documents destroyed.
- C. Whenever practical, for numbers to which agency staff routinely transmit information via facsimile, speed dial numbers will be programmed into the facsimile machine and those speed dial numbers will be posted at the machine.
- D. If it is determined that the fax number dialed was inadvertently entered incorrectly, the transmission will be stopped immediately and a Breach of Information form must be completed.
- E. Upon completion of the transmission, the sender will confirm that the information reached the intended recipient by either getting a confirmation sheet or by a follow-up call to the intended recipient.
- F. The transmission will be documented in the EHR, with the detail of records transmitted and the date and time of the transmission.

All paper copies are uncontrolled. Always refer to the electronic copy