

Fax Procedures

Transmitting Faxes

Determine if the information needs to be faxed.

- If time permits, send restricted and/or confidential information by mail or courier marked as confidential.
- If the individual requests that their information be sent by fax rather than sent by mail or courier, explain the risks involved. These may include misdirected faxes or receiving fax machines that are not in a secure area. Proceed if risks are acceptable to the patient.

Use judgment to determine the selection and number of documents to be transmitted by fax.

- In most instances it is not necessary to transmit the entire record. Send only the information that is immediately necessary for continuity of care or business continuity.
- Where possible remove identifying information.

Prepare fax cover sheet.

- Ensure no restricted/personal information or confidential/personal health information is included on the fax cover sheet. Ensure the cover sheet states the number of pages in the fax.

If the information is highly sensitive in nature:

- Notify the recipient by telephone that confidential/personal health information is being transmitted.
- Ask the receiver to stand by the fax machine to receive the information.
- Ask the receiver for confirmation of receipt of the information.

Confirm the fax number BEFORE sending the information.

Carefully enter the fax number or use preprogrammed features and perform a visual check of the number prior to transmitting.

- If fax machine provides a confirmation report, verify that the fax was sent to the correct number and the correct number of pages was sent.

Retrieve all materials that have been faxed from the fax machine immediately. Do not leave sent faxes sitting on or near the fax machine.

Receiving Faxes

- Try to **arrange a time to receive faxes** so that you can be at the machine when it arrives or try negotiating a time to have the information sent when someone is at the machine.
- **Retrieve all materials** that have been faxed from the fax machine immediately. Do not leave sent faxes sitting on or near the fax machine.
- **Check the number of pages received** to ensure that the number recorded on the fax cover sheet is the same.
- **Forward the document(s) to the recipient** as identified on the fax cover sheet; do not review the information contained in the fax document(s) if you are not the intended recipient.