



**MONTANA STATE HOSPITAL
POLICY AND PROCEDURE**

**PROTECTED HEALTH INFORMATION
FACSIMILE TRANSMISSION**

Effective Date: May 4, 2015

Policy #: HI-08

Page 1 of 3

- I. PURPOSE:** To insure patient confidentiality is protected when transmitting protected health information (PHI) to internal and external locations.
- II. POLICY:** PHI will be transmitted via facsimile transmission (fax) when this procedure is in the best interests of fostering immediate patient care.

III. DEFINITIONS:

Protected Health Information (PHI) – means Individually Identifiable Health Information (IIHI) that is transmitted electronically in any medium or maintained in any medium.

Individually Identifiable Health Information (IIHI) – is a subset of Health Information (HI) including demographic information, collected from an individual that is created or received by a health care provider, health plan, employer, or health care clearinghouse that:

- i. Relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual;
- ii. Relates to the past, present, or future payment for the provision of health care to an individual;
- iii. Identifies the individual; or
- iv. There is a reasonable basis to believe the information can be used to identify the individual.

III. RESPONSIBILITIES:

- A. Health Information: Verify appropriate authorization to release, log all released information and receipt of requested information, route documents to necessary staff.
- B. Clinical staff: Document information transmitted and notify Health Information Release of Information Clerk of information sent.

V. PROCEDURE:

A. Transmitting documents from the medical record:

1. Except as allowed by law, a properly completed and signed authorization to release information will be obtained prior to the disclosure by fax. An authorization to release information transmitted via fax machines is acceptable, but a request will be made for the original to be mailed to Montana State Hospital (MSH).
2. A facsimile Transmission Cover sheet will be the first page of every document transmittal. It will contain the following statement

"This transmittal consists of information which may be confidential according to state and federal law. These documents are intended for the viewing and use of the person requesting the information and named on this facsimile transmittal sheet. If the reader of this message is not the person named on this facsimile transmittal sheet, please be notified that any use, dissemination, distribution, or copying of this information is strictly prohibited by state and federal law, and may result in a penalty. If you have received this communication in error, please phone the person named on this transmittal sheet as the sending party or contact Health Information at 406-693-7173 to report the transmission error. Thank you for your cooperation."

3. When medical record information is faxed the following will be documented:
 - a. The information faxed.
 - b. Destination of faxed information.
 - c. Date fax sent.
 - d. Health Information staff will document this information in the correspondence log and on the fax cover sheet or the authorization for release of information.
4. Clinical staff are encouraged to have all patient information sent by the Health Information Service.
5. Clinical staff faxing patient records will document the information sent to other providers in the progress notes and notify Health Information Staff of the following via a copy of the Fax Coversheet.
 - a. The information faxed.
 - b. Destination of faxed information.
 - c. Date fax sent.
 - d. Health Information staff will document this information in the correspondence log.

- B. Documents prohibited from transmission.
 - 1. Any patient care document reflecting AIDS/HIV related conditions.
 - 2. Sexually transmitted diseases.
- C. Sending Request for information to other providers:
 - 1. Send the original request by mail after it is faxed.
 - 2. Place a copy of the request along with the fax cover sheet and receiving slip in the medical record.
 - 3. Document in correspondence log.
 - a. Destination of faxed request for information
 - b. Date of fax
- D. Receiving faxed documents:
 - 1. Only approved facility personnel are authorized to monitor the fax machine and receive information.
 - a. Health Information, Admitting clerk and coordinator, ward secretaries, nursing and clinical staff, switchboard operators and administrative assistants.
 - 2. Documents will be removed immediately from the machine, pages counted and any instructions verifying receipt of documents followed.
 - 3. Faxed documents will be distributed according to their instructions.
- E. Misdirected Fax:
 - 1. If a fax transmission fails to reach the recipient, the internal logging system of the fax machine will be checked to obtain the recipient's fax number.
 - 2. If fax is to an incorrect fax number, fax an explanation about the misdirected information, and request destruction of all documents received.
 - 3. Notify the Director of Health Information of all incidents of misdirected fax.
- F. Location of equipment shall be in areas where the security of the data is ensured.
 - a. Health Record department in the release of information section.
 - b. Patient care units in restricted area of nursing station.



Department of Public Health and Human Services

Addictive and Mental Disorders Division ♦ Montana State Hospital ♦ P.O. Box 300 ♦ Warm Springs, MT 59756 ♦ Voice: 406-693-7000 ♦ Administration Fax: 406-693-7069 ♦ Health Information Fax: 406-693-7160 ♦ Admissions Fax: 406-693-7007

Steve Bullock, Governor

Richard H. Opper, Director

TO: _____
NAME OF INDIVIDUAL

FAX: _____

FROM: _____ / (406) 693-
NAME OF INDIVIDUAL PHONE#

MONTANA STATE HOSPITAL - _____

DATE: _____

FAX: 406-693- _____

NUMBER OF SHEETS INCLUDING COVER SHEET: _____

- ____ DELIVER ASAP
- ____ WILL SEND ORIGINAL RELEASE IN MAIL
- ____ IF THIS FAX IS ACCIDENTALLY RECEIVED BY AN INAPPROPRIATE FAX #, PLEASE CALL 406-693-7173.
- ____ WILL SEND ORIGINAL RELEASE IN MAIL

Re:

"This transmittal consists of information which may be confidential according to state and federal law. These documents are intended for the viewing and use of the person requesting the information and named on this facsimile transmittal sheet. If the reader of this message is not the person named on this facsimile transmittal sheet, please be notified that any use, dissemination, distribution, or copying of this information is strictly prohibited by state and federal law, and may result in a penalty. If you have received this communication in error, please phone the person named on this transmittal sheet as the sending party or contact Health Information at 406-693-7173 to report the transmission error. Thank you for your cooperation."