

## *Misdirected Faxes May Lead To a Privacy Breach*

If you send a fax to the wrong location, the personal health information contained in the fax may be inadvertently disclosed to unauthorized individuals. If you send a fax to the correct location, but the fax is picked up by an unauthorized individual, patient's personal health information may also be inappropriately accessed. When sending information by fax, employ the following practices to protect personal health information:

### How to Prevent this Privacy Breach

- Consider whether sending confidential information via fax is the most appropriate means of communication. For example, sending the information via courier or secure file transfer may be more secure.
- Use a fax cover sheet with a privacy notice, description of the documents and total number of pages the recipient should expect to receive.
- Use a fax machine located in a protected area, so that individuals cannot easily access faxed documents.
- Double check the fax number you have for the recipient to ensure it is correct.
- Double check your documents before you send your fax to ensure only the correct information is faxed to the recipient.
- Check the documents you receive by fax to ensure you have all the pages that were sent.
- Before pressing "send", verify in the fax machine's display window that you have keyed the fax number correctly.
- When possible/practical, call the recipient of the fax prior to sending the fax to notify him or her that a fax is about to be sent.
- If you discover that a fax you have sent containing confidential information has been transmitted to an incorrect location, try to retrieve the fax and/or to ensure that the recipient destroys it.
- If you receive a fax in error, contact the sender as soon as possible to confirm whether or not the fax should be returned or destroyed.

