



Compliance Education

HIPAA Tip Sheet: eFaxing, Scanning, Printing, and Copying

PHI is not everyone's business; protecting PHI is everyone's job

We frequently use in-office Ricoh machines to eFax, scan, print, and copy documents that include PHI. Appropriate safeguards are needed to protect the privacy of patient/member PHI when performing these functions.

When eFaxing with a Ricoh machine:

- Always use a VNS Health fax cover sheet that includes:
 - Date of fax
 - Name, phone, and fax number of sender
 - Name and fax number of recipient
 - Confidentiality statement
- Never include PHI on the eFax cover sheet (patient/member names, DOB, etc.)

When eFaxing with Outlook:

- A VNS Health fax cover sheet is autogenerated
- Never include PHI in the subject line

Follow these basic tips when eFaxing PHI:

- Confirm the eFax number is correct, especially before faxing new recipients
 - Ensure the preprogrammed eFax numbers are still correct by validating periodically
- Double check you are sending the correct PHI by reviewing attachments
- Notify the recipient of an incoming eFax and confirm receipt whenever possible
- Maintain a copy of the eFax confirmation that is automatically sent to your email
- If you send an eFax in error, immediately contact the recipient, and ask them to delete the eFax; you must also notify your supervisor and the Compliance Department, and follow any instructions provided

When scanning, printing, or copying with the Ricoh machine, follow these basic tips:

- Never leave paper PHI unattended on the machine
- Remove any paper PHI from the machine and return to the owner if possible
 - If you are unable to locate the owner, place the paper PHI in the shredding bin
- Be sure to scan your documents to your department's *Scan folder*, and move your documents from the *Scan folder* to the appropriate location
- Only print PHI when absolutely necessary

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For routine HIPAA questions, please contact the HIPAA and Privacy Team at their email: HIPAA@vnshealth.org

Report potential violations via web at www.vnshealth.ethicspoint.com or

via VNS Health Compliance Hotline at **1-888-634-1558**