

UPDATED--PREVENTING PRIVACY BREACHES @ UCSF Health

It is our legal and ethical responsibility to protect the privacy, confidentiality and security of all protected health information (PHI) relating to UCSF, its patients, and affiliates in accordance with applicable laws and University policy.

Handling Protected Health Information (PHI) is routine in our business but every piece of PHI you handle is just as important as the last.

When handling PHI, remember to **STOP**.



- Stay focused
- Take your time
- Observe HIPAA rules
- Protect the privacy of our patients

TIPS TO PREVENT PRIVACY BREACHES

- Do not interrupt a co-worker who is sending or providing PHI
- Do not multi-task when sending or providing PHI
- Pause before faxing, handing or mailing PHI to ensure that the correct documents go to the correct recipient
- **Double Check** your work with a co-worker

ENTERING PROVIDER INFORMATION IN APEX

- When registering and/or checking in patients, verify the patient's PCP and/or referring provider using at least **TWO** identifiers. Acceptable provider identifiers include:
 1. Full name (first and last)
 2. Address
 3. Medical or surgical specialty

HANDLING PAPER DOCUMENTS

- **EVERY PAGE** of **ALL** paper documents containing PHI must be checked for **TWO** patient identifiers before faxing, handing or mailing to patients. Acceptable patient identifiers are:
 - Full patient name (first and last)
 - Date of birth (DOB) **OR** medical record number
- Highlight the patient name and DOB or medical record number on each page of multi-page documents and staple the document together when mailing or handing to patients
- When removing documents containing PHI from the printer or fax machine, **CHECK EACH PAGE**. Do not assume they are all for the same patient. Separate documents from the printer/fax machine carefully.
- Confirm the identity of **ALL** patients before giving documents to them containing PHI
- Confirm the patient name on mailing envelope is the same as the documents you are putting into the envelope and confirm the address matches the name on the envelope.

FAXING PHI

- Always **double check** that the fax number is correct for the intended recipient. Acceptable ways to confirm the fax number is correct using **TWO** identifiers:
 - Physician fax numbers in APeX (after checking the full MD name (first and last), address and specialty)
 - Pharmacy fax numbers in APeX (after checking the pharmacy name and address)
 - Contact information on the website of an insurance company or other external organization
- After placing PHI on the fax machine, **PAUSE** and **double check** that:
 - The correct fax number, including area code is entered **BEFORE** you press Send
 - All pages apply to the correct patient



**For more information, ask your manager or contact the
UCSF Privacy Office at 415.353.2750**

UCSF Medical Center Administrative Policy, 5.01.25, Facsimile Documents Containing PHI