

Kennesaw State University
Fax Confidentiality and Security Policy

TO: All Employees

RE: Process for Sending and Receiving Faxes Containing Confidential Information

Policy Statement

Kennesaw State University employees may not use or disclose confidential information except in accordance with applicable KSU policies and procedures. In furtherance of these policies and procedures, it is the Policy of Kennesaw State University (KSU) to protect the confidentiality and integrity of employee information when using fax machines to transmit or receive that information.

Fax Restrictions

The following types of medical information are given special protection by federal and/or state law, and it therefore is KSU's policy that such information may NOT be faxed or photocopied for use outside KSU without specific written employee authorization:

- Confidential details of
 - Psychotherapy (from records of treatment by a psychiatrist, licensed psychologist or psychiatrist clinical nurse specialist)
 - Other professional services of a licensed psychologist
 - Social Work Counseling/Therapy
 - Domestic Violence Victims' Counseling
 - Sexual Assault Counseling
- HIV test results (written patient authorization required for EACH release request)
- Records pertaining to sexually transmitted diseases
- Alcohol and drug abuse records that are protected by law

Fax Requirements

Department Directors are responsible for locating fax machines in secure areas that have limited access.

Sending Faxes

The first page of each fax transmission should be the KSU fax cover page and should include the following information: sender's name, sender's voice number, sender's fax number, recipient's name, recipient's voice number, recipient's fax number, transmission date and time, and number of pages including the cover sheet and the KSU standard confidentiality statement.

The sender must limit the information transmitted to the minimum necessary to meet the requestor's needs. For confidential documents, all pages, including the cover page, must be marked "confidential" before they are transmitted.

The sender must make reasonable efforts to ensure the fax is sent to the correct destination. The sender must verify the fax number before sending the fax and verify the recipient's authority to receive confidential information. A sender must report any misdirected fax to the Privacy Officer immediately.

Receiving Faxes

Each department is responsible for ensuring that incoming faxes are properly handled. A fax should not be left sitting on or near the machine, but rather should be distributed to the proper recipient expeditiously while protecting confidentiality during distribution, such as by sealing the fax in an envelope.

Destroy confidential information faxed to KSU in error, and immediately notify the sender.