TRAINING UPDATE

Lab Location:	GEC, SGMC & WOMC	**Date Distributed:**	7/2/2021
Department:	All staff	**Due Date:**	8/1/2021

DESCRIPTION OF REVISION

Name of procedure:
Faxing Policy   SGAH.L38 v6

Description of change(s):

Section 1&3: added faxing via SQ

Section 5: specify faxing via SQ (*this allows fax to be tracked*)

added lane fax steps (*this includes how to send a fax, how to track & how to monitor faxes*)

This revised SOP will be implemented July 12, 2021

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	Faxing Policy	
Prepared by	Leslie Barrett	Date: 7/20/2009
Owner	Robert SanLuis	Date: 7/29/2010

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		
Local Issue Date:	Local Effective Date:	

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1.   PURPOSE
This procedure outlines the policy for faxing patient results. It also includes use of the Lane Fax Server application to securely fax patient reports directly from Sunquest and track the reports to ensure delivery to the intended recipient.

2.   SCOPE
This procedure applies to all Laboratory staff.

3.   RESPONSIBILITY
All Laboratory staff must
- have knowledge of and comply with this policy.
- adhere to this procedure for faxing and monitoring faxed reports that are sent via the Sunquest system.

4.   DEFINITIONS
None

5.   PROCEDURE

A. Policy

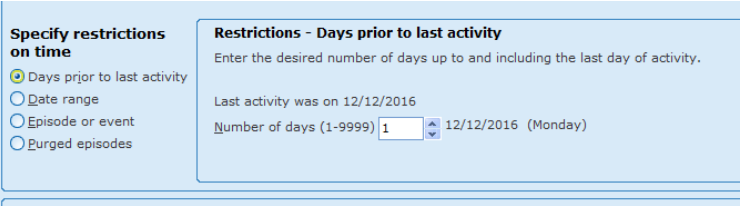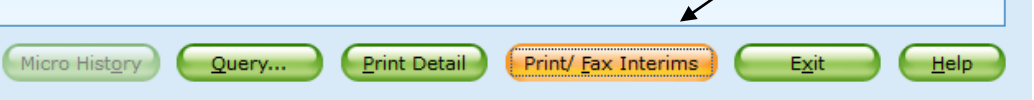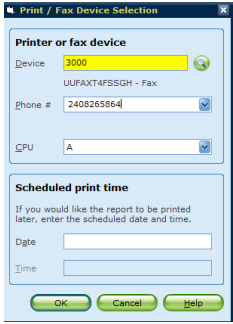| Step	Action
1	Laboratory reports may be faxed to the physician caring for the patient, local medical institutions or anyone else authorized by a signed patient authorization.
2	==Laboratory results must be faxed via Sunquest to enable tracking. Do NOT fax manually.==
3	Patient information relating to mental health, drug and alcohol abuse, HIV status, and sexually transmitted diseases, MAY NOT BE FAXED.

B. General Procedure

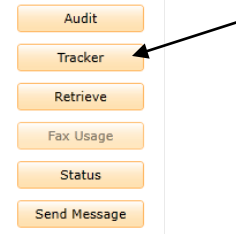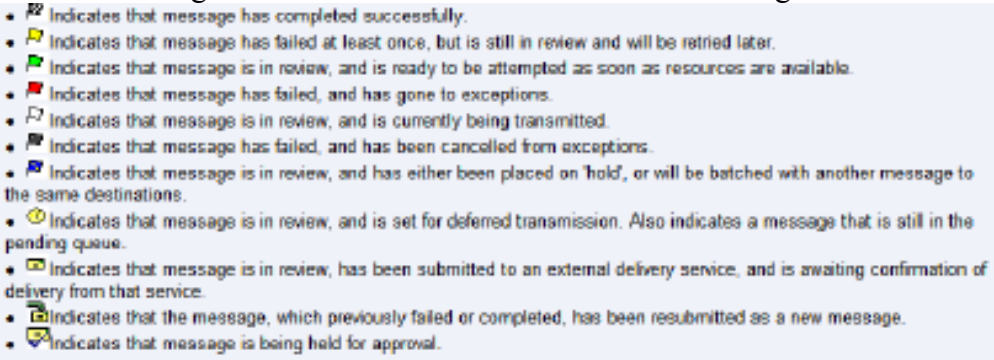| Step	Action
1	Patient reports may be faxed to physicians on staff caring for the patient. **Note**: Verify that physician name and fax number are **correct** prior to faxing.
2	Patient reports may be faxed to reciprocating hospitals such as Johns Hopkins, Georgetown, etc. with a written request from the treating or ordering physician or patient.
3	Refer to part C for steps to fax via Sunquest.
4	All fax reports must have a Cover Sheet attached with confidentiality statement included.
5	Patient reports will **not** be faxed to the patient.
6	Patient written authorization is required before releasing information to any other entity not mentioned above.
7	Do not transmit any patient information to attorneys or insurance companies.
8	If a fax is inadvertently sent to an incorrect number, refer to the HIPAA Policy for appropriate action.

C. Lane Fax Server

a. Sending a Fax

Step	Action
1	Access the patient results that you would like to fax in Sunquest using function, "Laboratory Inquiry." You can set search parameters to ensure you are only displaying the requested results by using the search functions in the middle of the screen. **Specify restrictions on time** ⦿ Days prior to last activity ○ Date range ○ Episode or event ○ Purged episodes **Restrictions – Days prior to last activity** Enter the desired number of days up to and including the last day of activity. Last activity was on 12/12/2016 Number of days (1-9999) 1 12/12/2016 (Monday)
2	Once the results are displayed, click on the "Print/Fax Interims" button at the bottom of the screen. Micro History Query... Print Detail Print/ Fax Interims Exit Help
3	A "Print/Fax Device Section" window will appear. A. In the "Device" window, enter the number that corresponds to the location from which you are faxing. This number generates the fax header. a. 3000 = Shady Grove Medical Center b. 2000 = White Oak Medical Center B. In the "Phone #" window, type the fax number to which you would like the report sent. C. Click the "OK" button. **Print / Fax Device Selection** **Printer or fax device** Device 3000 UUFAXT4FSSGH - Fax Phone # 2408265864 CPU A **Scheduled print time** If you would like the report to be printed later, enter the scheduled date and time. Date Time OK Cancel Help

b. Monitoring the System Status

Step	Action
1	Access the fax server using the following link: http://172.16.16.38/webpassportadmin/
2	Enter your AHC username and password at the prompt.

Step	Action
3	Click on the "Tracker" button on the left side of the screen to access the message tracker screen. This screen will allow you to track the progress of all messages.
4	View the message status icons to see the status of each message.
5	You can perform various options in the display. A. Click on a message for which you would like to take further action. B. Click the buttons at the top to take a particular action. You can hover over the icon to display the action that will be taken. Options include: • Retry a selected message • Cancel a selected message • Hold a selected message • Reroute a selected message • Resubmit a selected message

c.   Auditing the System

Step	Action
1	Individual users have the ability to audit their own activities and department administrators have the ability to monitor all activities.

Step	Action
2	Filter the display. You have the ability to filter the display to show only those events whose attributes match the given filter values. To enter filter mode, A. Click on the "View" menu. B. Click "Filter" for click the toolbar tool. C. The column headings will change to include a filter field below each heading. To filter on selected values in that column, merely type in the first few characters of the desired value. D. The contents of the audit display will update. E. You can enter more than one filter at a given time.

6.   RELATED DOCUMENTS

HIPAA Policy, Laboratory policy
Fax Cover Page (AG.F474, AG.F475)

7.   REFERENCES

- Patient Information, Release of (Medical Records), SGAH 101-11-027 (18020), 3/13
- Confidentiality of the Medical Record, WOMC PC133.0, 8/19
- Passport 4000 Quick Start Guide. Lane Telecommunications Inc. Parsippany, New Jersey

8.   REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L030.001		
000	7/29/2010	Update owner	L Barrett	L Loffredo
001	4/15/2011	Section 9: add revised cover sheet	L Barrett	L Loffredo
002	5/14/2014	Section 5: add fax sent to incorrect number Section 6: add updated fax cover sheets Section 9: remove outdated cover sheet Footer: version # leading zeros dropped due to new EDCS in use as of 10/7/13.	L Barrett	L Loffredo
3	5/7/2018	Header: add other sites	L Barrett	R SanLuis
4	4/20/2020	Header: change WAH to WOMC Section 6: update form numbers Section 7: remove WAH policy, add WOMC	L Barrett	R SanLuis
5	6/10/2021	Header: added FWMC Sections 1 & 3: added faxing via SQ Section 5: specify faxing via SQ, added lane fax steps	S Codina L Barrett	R SanLuis

9.   ADDENDA AND APPENDICES

None