

<b>Policy Title:</b> Faxing Patient Appointment Information	
<b>Section:</b> Scheduling	<b>Reference No.</b> SC 020
<b>Effective:</b> June 2002	<b>Revision:</b> February 2018

## 1. SCOPE

Client Services Centre Staff

## 2. POLICY

When it is necessary to fax patient information for appointment scheduling reasons, the amount of information faxed should be appropriate and care should be taken to ensure that the information is sent to the correct recipient.

## 3. PROCEDURE

1. For an appointment change, fax the **appointment screen** rather than the registration screen. This limits the amount of personal information going out by fax.
2. The only time the registration screen should be faxed is for a new appointment at a mobile or ancillary centre, as this information is necessary and they do not have computer access. The appointment screen is adequate for fixed centres, as it provides enough information to find the client on the computer.
3. Cover sheets with BC Cancer's standard confidentiality statement should be used or the centre name and the fax number should be written at the top of the page you are faxing.
4. Care should be taken when dialing the fax number to ensure that the correct number is dialed. When possible the pre-programmed speed dial numbers on the fax should be used. Centres should maintain a verified and up to date fax list.

## 4. RELATED POLICIES

## 5. RESPONSIBLE PARTY

Client Services Manager