SAFE HAVEN – FAX PROCEDURES

USING THE PROCEDURE BELOW, FOR FAXES CONTAINING PERSON IDENTIFIABLE OR TRUST SENSITIVE INFORMATION, WILL ENSURE THAT SAFE HAVEN PRACTICES ARE BEING OBSERVED

SENDING FAXES

WHEREVER POSSIBLE ANONYMISE / USE MINIMUM PERSON IDENTIFIABLE INFORMATION ON ALL FAXES.

1. Always use a Trust approved fax front cover sheet.
2. Never display person identifiable / Trust sensitive information on the front sheet.
3. Ensure recipient is aware fax is being sent and that the fax will be collected by the recipient or their nominated person immediately.
4. Send the front sheet providing only name and contact details of sender.
5. Telephone recipient to ensure they have received the front sheet / request confirmation of receipt from recipient.
6. Ensure no-one else has used the machine in between and then add rest of papers to the fax machine and use the redial button to send remainder of fax.
7. Stay at the machine until the whole fax has transmitted.
8. Remove originals from fax machine and collect confirmation of transmission slip – if a failure is recorded start the whole process again.

RECEIVING FAXES

1. Do not agree to accept a fax if you / your nominated person cannot be there to accept it.
2. Advise colleagues if a fax arrives for them – if they are not available place the fax in an envelope, clearly marked “addressee only” and deliver to their desk / in-tray.
3. Where staff are absent (e.g. leave) pass the envelope to the team / service manager.
4. Do not read the content of any fax not addressed to you.

IF FAXES ARRIVE FOR PERSONS UNCONNECTED WITH YOUR AREA ADVISE YOUR LINE MANAGER / THE LINE MANAGER OF THE CORRECT TEAM IMMEDIATELY.