

ADMINISTRATIVE COMMUNICATION #58	SUBJECT: Transferring Client/Employee Files
FROM: Managers of Administration	TO: Community Administrative Staff
DATE: December 15, 2005	KEY CONTACT: Maura Kenny 940-3165

INFORMATION: In order to reduce the cost and improve efficiency of transferring files, Medical Carrier Ltd. (MCL) will now be used to transport all **client files, employee documents/supervisory files, and all program referrals** between WRHA community area sites. This method of file transfer is applicable to all Program areas. **The use of IDM Signature Services is to be discontinued immediately upon depletion of all prepaid Signature Service deliver slips.**

PRINCIPLES: MCL guarantees delivery within 24 hours. MCL is not a courier service; therefore, urgent delivery or same day delivery is not an option and normal courier service will be required for urgent/rush deliveries. MCL does not provide a receipt when picking up the file and a signature is not obtained at the receiving office. It is therefore necessary to track the transfer of files internally whenever we send a client file, employee documents and/or supervisory files, or program referrals via MCL. A fax tracking sheet process will now be implemented to acknowledge receipt of the documentation. Compliance with PHIA/FIPPA legislation is necessary in tracking these documentations.

PROCEDURE:

1. Client files, employee documents/supervisory files, and all referrals are to be packaged and *sealed in an envelope prior to placing in an IDM or manila delivery envelope/package to ensure PHIA/FIPPA compliance. *This sealed envelope should not be fastened by string, tape, staples, re-stick closures or other removable materials, and must be sealed by means that cannot be opened and then resealed. A full address for the receiving office must be included on the exterior IDM or manila envelope.
2. The **Sending** office will complete the top two sections of a **Return Fax** sheet to be included with the documentation to be sent. See attached.

The sending office must not leave the envelope with the client/employee file unattended on the front reception counter. A designated Admin person must hand the package directly to the MCL driver.

The designated Admin person will file the Return fax sheet in a convenient binder/file as a record of the pick-up by MCL.
3. When receiving a file via MC, the **Receiving** office will complete the bottom section of the **Return Fax** sheet and fax back to the sending office advising that the documentation has been received. The date of receipt, and the receiver's name is recorded. The Return Fax sheet can now be placed in the confidential recycling box.
4. The designated Admin person in the sending office will match the original Return Fax sheet with the confirmation Return Fax sheets from the Receiving office when they are received.
5. If the Return Fax confirmation sheet is not received within 2 working days of the pick-up date, the designated Admin person in the sending office will follow up with the receiving office for confirmation of delivery. If the file is missing, the designated Admin should immediately advise the Manager of Administration or another Privacy Officer that the file is now considered missing.

6. The Sending office can now recycle the original Return Fax sheet and the returned Return Fax sheet once confirmation of receipt has been made, by placing the documents in the confidential recycling box.
7. For sites that are not included in the MCL delivery/pick up schedule, the above procedures 1 – 3 will also be required but transportation by courier will be necessary rather than by MCL.
8. A current list, as of December 20, 2005, from MCL identifying all sites of delivery and pick-up is attached.

FILE: Please print and file this communication, the Return Fax Sheet and the current MCL destination list in your procedures file/binder.

Reply Requested: no

Response Date:

Information Request: no