In healthcare, safeguarding Protected Health Information (PHI) is not just a regulatory requirement but an ethical commitment essential to delivering quality healthcare. Unauthorized disclosures of PHI may lead to serious consequences, both for the patients and healthcare providers, under the Health Insurance Portability and Accountability Act (HIPAA).

Incorporating these practices into your daily routine ensures that you are doing your part to safeguard the privacy of patients at UT Health San Antonio.

1. **Paper Records**
   Always pause before handing a document containing PHI to a patient. Verify that it is going to the correct patient by confirming their name and date of birth.

2. **Fax**
   Prior to sending PHI via fax, confirm the accuracy of the recipient’s fax number. Include a cover sheet with a confidentiality disclaimer and only include the minimum necessary PHI.

3. **Email**
   Before sending an email containing PHI, double-check the recipient’s email address. Only include the minimum necessary PHI and use “++” in the subject line to encrypt the email, especially if the recipient is external.

4. **Mail**
   Before mailing a document with PHI, ensure the patient’s mailing address on the envelope is accurate. Double-check that the document belongs to the patient before sending it.

*For more information, visit [IHOP 11.1.15: Safeguards for Protected Health Information](http://uthscsa.edu/ReportNow).*

**Contact Us**

Any questions or concerns related to privacy matters should be directed to the Institutional Compliance and Privacy Office at compliance@uthscsa.edu or (210) 567-2014. You may also call our anonymous Compliance Hotline at (877) 507-7317 or report online at [http://uthscsa.edu/ReportNow](http://uthscsa.edu/ReportNow).