

**Policy for Mailing Confidential Patient Information
Virginia Department of Health
Division of Disease Prevention (DDP)**

DDP programmatic forms (**HIV Counseling, Testing, and Referral [CTR] Forms, Interview Records, Field Records, and Epi-1s**) containing confidential patient information may be sent and received via a secure mail system, provided the mailing is done in a confidential manner that meets or exceeds the following:

Use **two** envelopes when mailing confidential information regarding HIV, AIDS, and STD:

- Forms shall be placed inside the “first” envelope and securely sealed. The envelope must protect contents from being read or viewed, and a regular manila envelope will meet this requirement. The number and type of forms being sent shall be indicated on the outside of the inner envelope.
- The “second” or outer envelope must be made of a material that is tear-, puncture-, and moisture-resistant, such as Tyvek. DDP will provide these envelopes for use by HIV testing sites and staff performing disease intervention activities.



- The recipient and sender name and address shall be placed on both envelopes. United Parcel Service (UPS) mailing labels for “return service” will be sent to local health districts and HIV testing sites. The UPS label shall be placed on the “second” or outer envelope. Double addressing gives an additional level of security that the package will reach the intended person/address.
- Mail shall be marked “*Confidential, To Be Opened By Addressee Only.*”
- The frequency of mailing shall be at least weekly; this will avoid the risk of overstuffed envelopes which could be damaged in transit. It is suggested that mailings be combined where activities are occurring in multiple clinics at the same location if the volume is typically low. If UPS service has not been established, a call for pick-up will be necessary.