Missouri Cancer Registry

Maintaining Data Security for Non-electronic Submissions

Proper Mailing Procedures

This is a reminder that our physical mailing address is now 401 Clark Hall, NOT 324 Clark Hall. We still occasionally receive mail that is incorrectly addressed. In order to protect and properly handle all packages, particularly those containing confidential patient information, all documents must be double-wrapped, using a tear-resistant envelope as the outer layer, regardless of the submission method. MCR is not responsible for torn or lost packages containing patient information.

Acceptable and Secure Ways to Submit Documents:

FAX
If only a small number of pages (less than 20) are to be submitted, we suggest you fax the information. MCR’s fax number is (573) 884-9655. The fax machine is in a secure location (a locked room that can only be accessed by MCR staff).

U.S. POSTAL SERVICE
You must use MCR’s post office box address for items sent via the U.S. Postal Service:

    Missouri Cancer Registry
    PO BOX 718
    Columbia, MO 65205

The U.S. Postal Service provides different levels of service/security. Here are recommendations from the U.S. Postal Service:

    Registered Mail™ provides the maximum security. Items you send with Registered Mail are placed under tight security from the point of mailing to the point of delivery, and insured up to $25,000 against loss or damage. In addition you have the ability to verify the date and time of delivery and the delivery attempts online. With this service you get a mailing receipt and online access to the delivery status.

    Certified Mail™ — with this service you can be sure your article arrived at its destination and you have access to online delivery information. When you use Certified Mail™, you receive a receipt stamped with the date of the mailing. A unique article number allows you to verify delivery online. As an additional security feature, the recipient’s signature is obtained at the time of delivery and a record is maintained by the Post Office™. For an additional fee, you can request a copy of the signature record before or after delivery with “return receipt.”

COURIER SERVICE
For Federal Express, UPS, Airborne Express or other secure courier service, MCR’s street address must be used. You may also want to explore the e-mail tracking and notification features that the courier of choice offers.

    Missouri Cancer Registry
    University of Missouri
    401 Clark Hall
    Columbia, MO 65211

OTHER RECOMMENDATIONS
While the above-listed methods of submitting protected health information are considered secure, we recommend you contact the addressee at MCR so that she/he knows to be on the alert for a fax, letter or package. Be sure to track a package to ensure that it has reached its destination. We also encourage you to keep a listing of patient names included in the mailing, in the event there is a problem.