

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 deliver 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.