

CAROLINA FAMILY HEALTH CENTERS, INC. PROCEDURE



MANUAL: Volume I

SUBJECT: Mail Processing

NUMBER: ADM-104.01 **Page 1 of 2**

EFFECTIVE DATE: February 1998

SECTION: Administrative
REFERENCE POLICY: ADM-104

REVIEWED: 10/03, 01/08, 02/12, 10/14, 09/17

RESPONSIBILITY: Chief Operating Officer

APPROVAL:
DATE: 10/27/2011

APPROVED

I. PURPOSE

The purpose of this procedure is to provide an outline to protect and ensure the receipt of agency correspondence, property, and remittance while providing staff with the opportunity to maintain confidentiality of business correspondence.

II. PROCEDURE

Incoming Mail

1. All mail will be opened in the Administrative office by a designated person.
2. The designee will open all mail the same day as received if at all possible. Any unopened/undistributed mail will be secured at the end of the day.
3. Mail addressed to Carolina Family Health Centers, Inc., unless clearly marked "confidential", is subject to screening by the designee.
4. The designee will exercise discretion and open only that mail which appears to relate to urgent administrative matters. The designee will review only the information necessary to determine a document's intended recipient.
5. Certified Mail will be hand delivered to recipient. If the recipient is not available, the mail will be delivered to the recipient's immediate supervisor.
6. Return slips for Certified Return Receipt mail will be sent to the sender.
7. If an employee has their personal mail/package sent to CFHC, Inc., the company is not liable for damaged or lost packages.

Outgoing Mail

1. Each site will have a designated person in charge of outgoing mail (designee).
2. Postal machines and company purchased stamps will be under the authority of the designee.
3. All mail in mail receptacles will be collected and stamped prior to the normal time the postal carrier arrives.
4. All forms (green slip) associated with Certified Mail will be completed prior to mailing.
5. Employees requesting mail to be certified must include their name so that the receipt can be returned to them.

Shipments

1. Each site will have a designated person and an alternate in charge of opening and distributing packages.
2. The designee will open all packages the same day as received, if at all possible.

3. For distribution of supplies, the Finance Department will send a copy of the Purchase Order to the designee.
4. Medication, vaccines, laboratory controls and prescription pads will be delivered immediately to the Pharmacy for processing and handling. Pharmacy Staff will distribute to the appropriate site.
5. All items needing refrigeration will require the signature of the individual receiving the package from the designee.