

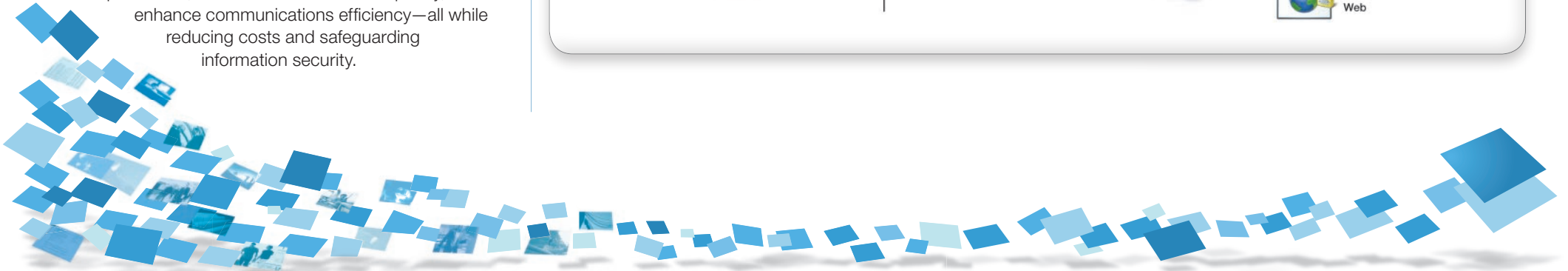
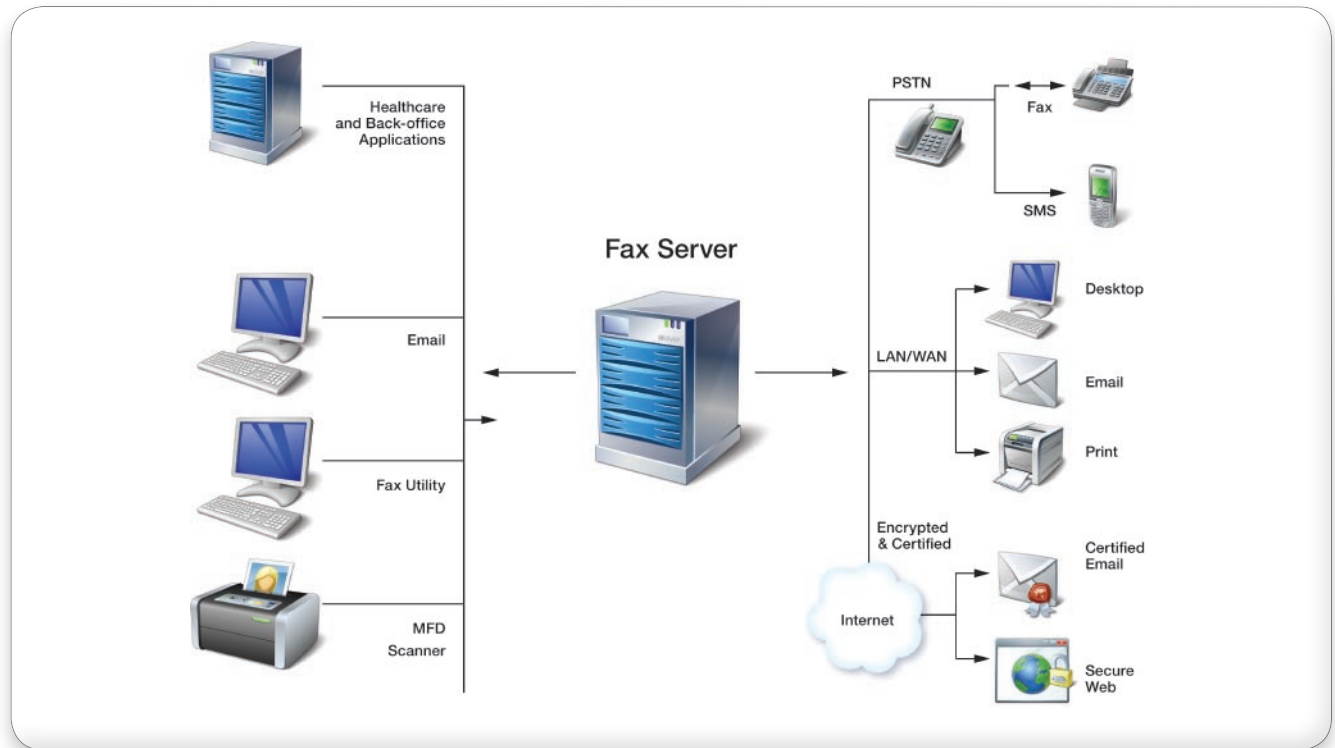
Open Text Fax Server, RightFax Edition Healthcare Solutions

Protect patient confidentiality, improve efficiency, and reduce costs with Fax Server

“Desktop fax capabilities have been instrumental in helping us meet HIPAA guidelines. Faxes are delivered directly to the planned recipient’s computer which has built-in security policies, so we avoided the costly process of analyzing and securing all the stand-alone fax machines.”

Overview

Today, healthcare organizations are facing challenges on many fronts—desire for quality care on the part of patients and their physicians, and the need for cost control on the part of payers, including Health Maintenance Organizations (HMOs), Medicare, and Medicaid—all weighing heavily on the industry. Combine these challenges with privacy concerns and heightened regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA), and the pressure is on healthcare organizations to improve internal workflow processes, deliver information more quickly, and enhance communications efficiency—all while reducing costs and safeguarding information security.



Efficiency gains from using Fax Server

Benefits	Outcome
Electronically send, receive, and manage vital health information	Automate delivery, receipt, and tracking of personal health information including admittance documentation, physician orders, healthcare claims, payment, and remittance advice, claim status, lab reports, prescriptions, and more.
Improved efficiency and streamlined business processes	Extend existing applications with fax server and electronic document delivery capabilities to eliminate error-prone, time-consuming, repetitive manual routines that do not comply with HIPAA regulations and waste administrative time, resources, and money.
Compliance with HIPAA using secure document delivery	Ensure confidential health information reaches its intended recipient with electronic document delivery notifications and options for encrypted and certified delivery.
Quick return on investment (ROI)	Reduce document delivery costs up to 90 percent by eliminating the preprinted forms, postage, labor, and equipment costs associated with manual document delivery processes.
Enhanced patient service levels	Enhance patient service levels, accelerate claims processing, medical handling, and other management activities by providing instantaneous information delivery via fax, email, certified email, and encrypted PDF.
Reduced installation time and costs	Set up and configure Fax Server with flexible technologies such as Fax Server Facsimile Command Language (FCL) to decrease implementation time and expense.
Improved reliability and disaster recovery	Take advantage of comprehensive backup, fault tolerances, and archiving capabilities for reliable disaster recovery and 24x7 uptime.

“We were paying a few people to fax reports across three shifts—24 hours a day. With Fax Server, we have the same number of employees, but they are able to focus on other job duties, and they only send faxes during one eight-hour shift. Overall, the system helps us save quite a bit on salary-related costs.”

Applications for Fax Server within healthcare organizations

Fax Server easily integrates with a variety of healthcare software packages as well as desktop, email, imaging, archiving, document management, and mainframe applications to provide tightly integrated fax server and electronic document delivery solutions for the healthcare industry. Common applications for Fax Server include the following:

- “Face Sheets”—admittance documentation
- Claim status
- Coordination of benefits
- Eligibility documentation
- Health plan premium payments
- Healthcare claims or “encounter” information and exceptions
- Invoices
- Lab and test results
- Payment and remittance advice
- Physician orders
- Plan enrollment and disenrollment documentation
- Prescription filing information
- Purchase orders
- Radiology reports
- Referral certifications and authorization
- Treatment plans



Fax and electronic document delivery proven for healthcare organizations

Open Text Fax Server, RightFax Edition provides reliable fax server and electronic document delivery capabilities proven to meet the industry's unique information delivery challenges as the organizations below illustrate.

Fax Server supports HIPAA compliance and improves efficiency

Fax Server has been instrumental in supporting compliance and improving efficiency for a large family of physician-directed, managed healthcare organizations that service more than one million patients. Prior to implementing Fax Server, staff manually handled hundreds of faxed customer claims, requests, and other documents from its healthcare provider network daily. With some staff members receiving dozens—even more than 100—faxes per day, mailroom staff were spending hours delivering faxes to their designated recipients. These faxes, often urgent or confidential, required secure and fast handling to meet the HIPAA requirements. Today more than 130 staff members use Fax Server to send and receive faxes from desktop, Microsoft® Exchange, and other business applications. As a result, this healthcare provider has

- Enforced HIPAA security policies by centralizing faxing services and enabling staff to send and receive faxes confidentially from email and other business applications,
- Reduced the time staff spend managing faxes by 30 percent, and
- Ensured compatibility and simplified administration by replacing stand-alone fax machines with a fax server that integrates with their existing IT infrastructure.

Fax Server reduces costs and speeds patient records processing

A large Midwest hospital group recognized as one of the nations Top 100 Health Systems uses Fax Server to reduce costs and improve patient care. One of the challenges faced by the hospital group was processing paper-based patient records. Legal and health standards obligate physicians to review and sign patient records after each visit. To meet these standards the hospital group needed to process more than 23,000 faxed pages monthly. Prior to implementing Fax Server and a document imaging package, the hospital needed staff on hand 24 hours a day to handle the volume. This paper and labor-intensive process was costly and time consuming. To meet their records processing challenge, the group implemented an enterprise document imaging package with Fax Server. The solution now electronically captures, indexes, stores and retrieves patient, and operational information and uses Fax Server electronically to distribute the patient charts. As a result, the group has

- Expedited processing patient records by allowing physicians to view, edit, and electronically sign charts from any location, as long as they have an Internet connection,
- Reduced costs by eliminating the supplies and reallocating the labor previously required to manually process high volumes of patient records, and
- Improved security and supported HIPAA compliance by providing automatic fax tracking and enabling staff to send documents and receive confirmations at their desktops.

Key Fax Server features for healthcare services

Fax Server provides a central hub for the inbound and outbound delivery of vital personal health information. With Fax Server, individual users and departments can send, receive, track, and manage confidential information in a secure, reliable, and electronic format directly from desktop and back-office applications.

Centralized communications hub

Follow through of communication process from initiation to confirmation of receipt—Ensure delivery to the right recipient, improve workflow processes, and eliminate paper-handling errors.

Integrated with key applications—Integrate Fax Server easily with desktop, MFPs, imaging, document management, workflow, and medical transaction systems using Application Program Interfaces (APIs) and technologies such as FCL.

Directory and phonebook synchronization—Fax Server synchronizes to your confidential contact data on patients, employees and other healthcare contacts.

Advanced administrative tools—Regulate permissions, set up security, and manage RightFax Servers using centralized administrative tools.

Foldering and auto-aging—Manage faxes in folders and automatically delete older documents to optimize efficiency and eliminate duplicity.



Enterprise-wide fax and electronic document delivery

Enterprise-wide electronic document delivery—Enable all departments or groups to electronically transmit and manage documents directly from enterprise software applications.

Network-wide desktop faxing—Allow authorized users to send, receive, and manage communications right from the desktop.

Email gateways—Send, receive, and manage faxes directly from email.

Automated, unattended document delivery—Automate document delivery from back-office applications to speed communications, streamline processes, and cut costs.

Fax broadcasting—Broadcast fax—one fax to hundreds or thousands of recipients at once.

Inbound routing—Route documents to the correct recipient via a variety of methods including Direct Inward Dialing (DID), Dual-tone Multi-frequency (DTMF), Caller Service Identification (CSID), OCR, and email.

Document security and privacy

Encrypted and certified delivery—Maintain privacy and security with certified or encrypted email delivery options.

Automatic fax distribution—Provide systematic distribution of faxes to groups of users for fast, efficient and secure processing.

Fax authorization system—Enable managed review of confidential faxes prior to their release to send.

Permission and delegate features—Establish security controls to limit access to data and limit the number of people handling personal healthcare information.

Windows® security authorization—Take advantage of your network's Microsoft® Windows security system by linking each Fax Server user ID to a Windows user account.

Customizable dialing rule—Gain control of outbound faxing with sending rules and restrictions.

“Do not dial”—Avoid sending information to unauthorized and unsecured fax numbers.

Dependable transmission, receipt, and tracking

Immediate electronic delivery—Provide timely, automated electronic delivery of personal health information and other essential documents.

Secure delivery format—Deliver image-based TIF or PDF documents over secure Public Switch Telephone Network (PSTN).

Fax archival—Record all inbound and outbound fax transactions.

Real-time status—Provide real-time status to email, FaxUtil, or back to the sending application.

Notifications—Receive customized notification options and verification of document transmission and receipt.

AutoReply—Monitor one or more Fax Server mailboxes for inbound faxes, and provide fax replies to the sender.

Reporting and tracking tools—Log, record, and provide audit trail of personal healthcare information with reporting tools.



Cost reduction and cost recovery

Intelligent Least-cost Routing—Route outbound faxes between servers on a Wide Area Network using the Open Text Fax Server, RightFax Enterprise Edition to minimize long-distance telephone charges.

Fax, email or over the Internet delivery—Eliminate paper, postage, equipment and related supply costs with fax, email, SMS or Fax over IP document delivery capabilities.

Scheduled delivery—Schedule or prioritize delivery to leverage off-peak phone rates or expedite orders.

Billing codes and cost recovery—Track and report fax activity using billing codes by recipient, department or group to recover costs.

Reliability, scalability and fault tolerance

Load-balancing—Maximize system performance by directing the fax to the server with the most available lines.

24x7 reliability—Ensure continual uptime with proven and reliable Fax Server technology.

Open database—Leverage Microsoft SQL Server for enterprise scalability, reliability, performance, and interoperability.

Automatic backup—Conduct system backup without suspension of operations for maximum uptime.

Adjustable bandwidth controls—Adjust channels automatically to send, receive, or both, during peak intervals to control fax traffic volume on a group-wide basis.

Scalable and expandable—Start small and add servers, channels, modules, and document delivery options.

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