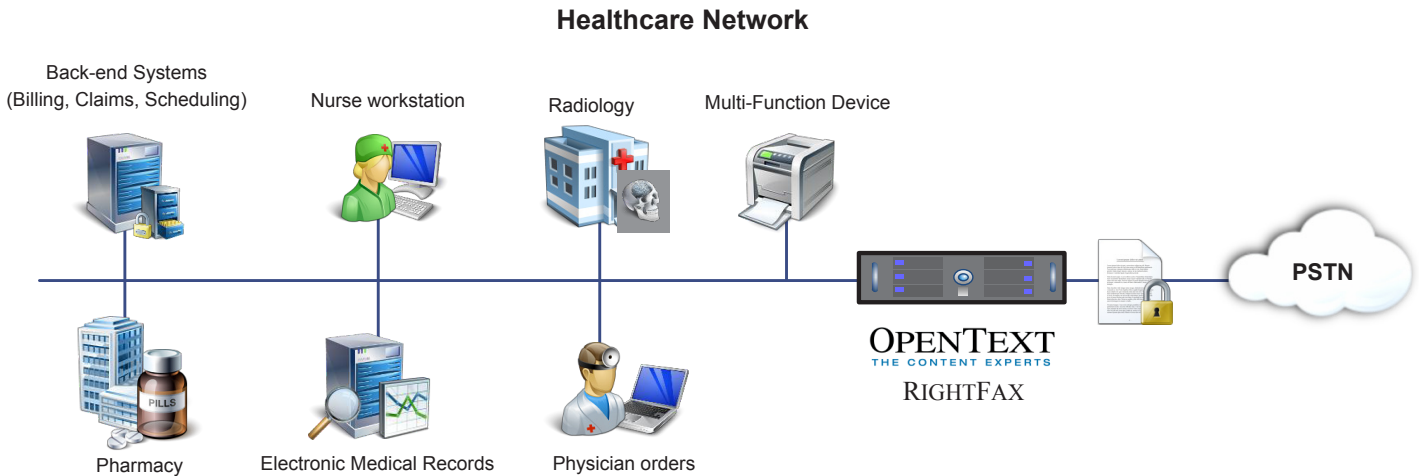




Top 5 Reasons to Use OpenText RightFax in Hospitals & Clinics



Overview

Centralizing the fax function is one of the most user acceptable and productive steps a hospital or clinic can take on the path towards digitizing its health records. RightFax provides a central hub for the inbound and outbound delivery of vital personal health information. 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.

Many vendors of electronic health records systems recommend RightFax alongside their systems so their customers can gain the most benefit from their EHR platforms. Now, many smaller healthcare providers are seeing the same benefits that larger providers have experienced from replacing standalone fax machines and allowing staff to send and receive faxes directly from their desktops. Through surveying its own customers, Open Text, the leading supplier of network fax server software, has found that the top five reasons for using their RightFax server in a provider setting are:

One: Fax-enable virtually any healthcare system

Hospitals are able to automate the delivery, receipt and tracking of private health information. This includes admittance documents, physician orders, claims, payment and remittance advice, claim status, lab reports, prescriptions and more. Providers can create an easily accessible, yet secure, archive of all incoming and outgoing faxes making it easier to comply with regulations governing privacy of patient information.

Two: Improve efficiency and streamline processes

Healthcare providers can eliminate error-prone, time consuming, repetitive manual routines associated with handling paper faxes that end up wasting administrative time and resources. Hospital staff members agree that their centrally provided fax functionality is soon one they cannot do without because it saves them so much time.

Three: Easily digitize documents

RightFax provides a convenient bridge between the world of paper and the digital world. Often, faxmachines directing faxes to fax servers are being used to digitize paper, rather than using scanners, for fast and easy input into EHR systems. The transition to a new EHR is made easier and ARRA/HITECH Meaningful Use criteria for the use of EHR's can be met sooner. At the same time, moving to a fax server makes it easier to comply with HIPAA or similar privacy regulatory requirements.



Four: Improve service to patients

RightFax can be used to accelerate claims processing, medical handling and other management activities by providing instantaneous information delivery via fax, email, certified email and encrypted PDF, leaving more resources and time for direct patient care and improving administrative responsiveness.



Five: Reduce and Consolidate

Hospitals are reducing document delivery costs by replacing stand alone fax machines and cutting paper delivery costs by as much as 90%. RightFax also reduces toner and paper use to significantly enhance Green IT efforts. Finally, hospitals and clinics can consolidate resources and leverage existing investments and IT infrastructure through shared fax server resources and Fax over IP.

Customer story: Large hospital group

A large Midwest hospital group, recognized as one of the nation's Top 100 Health Systems uses Open Text RightFax 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 RightFax 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 RightFax. The solution now electronically captures, indexes, stores and retrieves patient and operational information and uses RightFax 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.

Customer story: HMO

Open Text RightFax 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 RightFax, 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 RightFax 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.

Going digital

A fax server is often one of the first technology steps towards computerizing healthcare records. Open Text RightFax is the world's leading electronic fax server product and provides the most reliable, robust and integrated electronic faxing solution for email and healthcare records systems.

Over 20 years of experience in the industry, and more than 10,000 healthcare installations around the world, makes Open Text the leading fax server vendor for healthcare. With the ability to provide fax integrations with most of the leading EMR vendors, Open Text helps hospital or clinics reduce costs, integrate systems, and increase productivity every day.

<http://faxsolutions.opentext.com>

Sales captaris.sales@opentext.com

+ 800 304 272

Support support@opentext.com

+ 800 540 7292

