



## Leading U.S. Health Provider Directs Secure, Efficient Document Exchange

AllOne Health Resources ensures security, enhances customer service with OpenText RightFax electronic document delivery

### Industry

Healthcare

### Company



### Business Challenge

- High volume exchange of medical records
- Stringent security and time requirements
- Inefficient manual faxing

### Business Solution

- OpenText RightFax

### Business System Integrations

- Microsoft® Exchange

### Business Benefits

- Reliable security
- Electronic convenience
- Efficient turnaround

AllOne Health Resources is a leading provider of occupational health, work-life, and medical management services in the United States. Founded in 1971, Health Resources provides programs to businesses and government agencies worldwide through a comprehensive network of more than 17,000 providers.

### High volume, high security

Health Resources, headquartered in Massachusetts, tailors workplace health and productivity services to the needs of more than 1,000 companies and the 1.5 million individuals they employ. Managing high volume document exchange, specifically the daily transfer of hundreds of medical records and provider instructions, can be a daunting endeavor. In fact, several years ago, when Health Resources relied more heavily on fax machines, the result could be depressing.

"Making sure paper faxes were quickly and properly distributed to specific managers led to a considerable loss of efficiency," says Deborah Talbot, president of AllOne Health Resources. Years ago, the organization relied on a bank of fax machines in its communications center as the primary resource for faxing, while several other machines were scattered throughout the building. "Dedicated staff members monitored the machines to distribute papers as they arrived because the documents are time-sensitive," Talbot says. "Documents can't sit and wait for distribution when we are able; they must be delivered to managers immediately."

As a result, some employees spent a majority of their time managing faxes. Talbot says, "They may be working on other communication issues as well, but fax management was one of their primary responsibilities." And, it was a task that involved considerable effort. "The primary administrative office is 30,000 square feet," Talbot notes. "Employees spent a significant amount of time walking around the building to deliver faxes."

Further difficulties related to privacy requirements. "Security is a big concern for document exchange," Talbot explains. "Medical professionals consider any breach very serious, so we avoid it at all costs. We had to limit access to fax machines, keeping them behind locked doors and taking extra steps to ensure documents did not arrive when a machine was unattended."

### Direct, accessible communication

Health Resources replaced manual fax management with OpenText RightFax in 2003. The firm gained convenience and security benefits of electronic document exchange and used RightFax for several years, though at a somewhat limited scope, according to Jim Foster, systems administrator with AllOne Health Resources. "As we grew, we added fax numbers and clients requesting private fax numbers for their use only," Foster notes. "We had been using RightFax without issue for several years. It was a no-brainer to look at expanding capacity to make it a standard part of every workstation."





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Jim Foster, system administrator, AllOne Health Resources

Close to 100 Direct Inward Dial (DID) numbers are assigned to professionals and provided to their clients for fast and easy communication. Now, most Health Resources employees manage incoming and outgoing faxes right at their desktops; they send and receive faxes via email thanks to the OpenText Fax Server Connector for Microsoft Exchange, an add-on module that serves as a link between RightFax and Microsoft Exchange Server.

Health Resources worked with Atlanta-based solutions provider, Ingenium, to maintain and expand RightFax. Together, team members implemented a comprehensive system with tight network security. “Ingenium engineers made a plan for us and led the implementation,” Foster says, noting the provider’s product expertise, commitment to timeliness, and personalized service.

### Improvements with fewer resources

As leaders in their respective fields, AllOne Health Group and OpenText target and achieve similar results—improved outcomes requiring fewer resources. While AllOne Health maintains a comprehensive approach to improve health and reduce costs, RightFax supports these efforts with a solution that enhances secure, convenient communication while saving time.

### Security

“Whether or not areas of occupational health fall under HIPAA, security is a primary objective for AllOne Health Resources. We have stringent privacy requirements,” Talbot explains. Rather than worrying about turning off fax machines and locking doors, Health Resources employees manage sensitive material via direct links with customers. “Faxes are not left wide open on a fax machine,” Foster notes. “We send documents right from the desktop and any incoming files go directly to the appropriate people. Our employees and customers really benefit from that piece of RightFax.”

### Savings and Service

Another feature RightFax users appreciate stems from integration with the company’s existing email system. “RightFax is integrated with Microsoft Exchange and employees love it,” Foster says. While Health Resources has not tracked productivity improvements

specific to faxing, Foster says, “It’s got to be astronomical the time RightFax saves ... employees can spend their time resolving client issues rather than chasing documents. They can receive a fax as they stay on the phone with a customer for immediate response.”

Talbot adds, “Time is a key element in what we do,” she says. “Our clients are looking for answers as quickly as possible, so being able to get information where it is needed is a big plus.” In addition to placing faxes and confirmations at the desktop, the fax server returns an automatic audit trail for important documents. “RightFax allows us to keep track of incoming and outgoing files much more efficiently,” Talbot notes. “Combined with other electronic tools, it also eases a group distribution process which helps us to do our jobs better and faster.” Overall, RightFax is a reliable resource for a company commitment to efficiency. “We look at many tools to help our organization meet stringent time requirements and service level agreements for turnaround. RightFax has been key part of that effort,” Talbot says.

### Convenience

Managing faxes electronically allows employees—including close to a dozen professionals who work from remote locations—to access faxes from anywhere, at any time. “From my perspective, RightFax makes it as though remote employees are here in the office,” Talbot says. In addition, employees can check their faxes while on the road or away from the office, Foster adds. “If you’re expecting a fax, you can check it from home that night via the Web,” he says. “When it comes down to it, there’s just really no comparison of standalone fax to RightFax.”

[www.opentext.com](http://www.opentext.com)

[sales@opentext.com](mailto:sales@opentext.com)

800 499 6544

