



OpenText RightFax Healthcare Solutions

Improve productivity, tighten security, reduce costs with RightFax

Overview

Today, healthcare organizations are facing challenges on many fronts—desire for high quality care on the part of patients and their physicians, and the need for cost control on the part of payers. Combine these challenges with privacy concerns and heightened regulatory requirements and now healthcare organizations are under pressure to digitize content, improve internal workflow processes, and deliver information more quickly—all while reducing costs and safeguarding information security. RightFax allows healthcare organizations to meet these challenges by: (1) Faxing directly from desktop, EMR, Ancillary, and back-office applications (2) Eliminating time consuming and inefficient manual processes (3) Managing confidential information in a secure, reliable, and electronic format.

"People are using RightFax to get documents in an electronic form that is accepted and secured. This is an easy way to get things digital."

IT Technical Architect in a large U.S. hospital group.

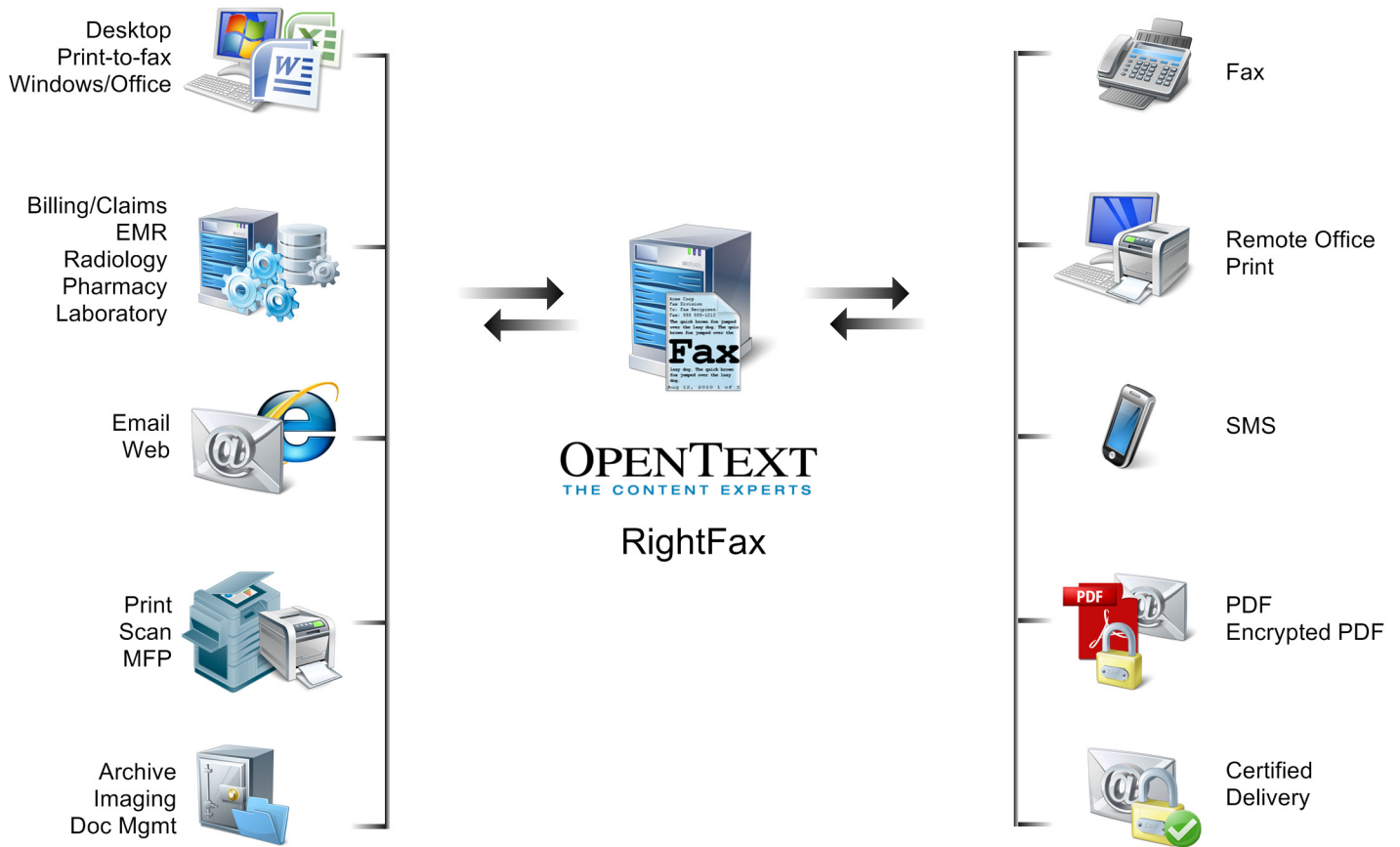
"We have had very few problems and what problems we had were easily rectified in the matter of a day. We have never had any downtime issues."

Network Engineer in a medium sized rural U.S. clinic



Efficiency gains from using RightFax

Benefits	Outcome
Electronically send, receive and manage health information	Automate delivery, receipt and tracking of private health information. Make available an easily accessible yet secure archive of all incoming and outgoing faxes.
Improved efficiency and streamlined processes	Eliminate error-prone, time consuming, repetitive manual routines that waste administrative time and resources.
Fast track to digitization and meeting ARRA/ Meaningful Use criteria	Digitize paper documents via fax for easy integration with EHR systems.
Secure document delivery for HIPAA compliance	Ensure private health information reaches intended recipients with delivery notifications and options for encrypted and certified delivery.
Quick ROI	Reduce document delivery costs by up to 90% by eliminating paper forms, postage, labour and equipment costs
Improved service to patients	Accelerate claims processing, medical handling and other management activities by providing instantaneous information delivery via fax, email, certified email and encrypted PDF.
Improved resilience	Comprehensive backups, fault tolerances and archiving capabilities for reliable disaster recovery and 24x7 uptime.



Open Text RightFax can enable virtually any healthcare platform or system to send, receive, and archive patient information securely.

Applications for RightFax within healthcare organizations

RightFax 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 RightFax 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 enrolment and disenrollment documentation
- Prescription filing information
- Purchase orders
- Radiology reports
- Referral certifications and authorization
- Treatment plans



Improved Productivity

Enterprise-wide electronic document delivery—Enable all departments to electronically transmit and manage documents directly from enterprise software applications like EHR, imaging, desktop, MFPs, Email, and ERP systems.

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

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

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.

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

"We were looking for something that could scale to being an enterprise-wide tool. I've been really happy. I've never had any issues with the product. Your product is as full featured as you would ever want. And it's solid!"

IT Systems Analyst in one of the largest U.S. hospitals

Document Security and Compliance

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

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

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

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

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

Improved Compliance—HIPAA and other patient privacy security policies are enforced by centralizing faxing services, enabling staff to send and receive faxes confidentially from email and other business applications.

"If someone accidentally picks up a paper fax from a machine and it's gone, you can't find it. With the RightFax server the document is there."

IT Access Manager in a medium sized West Coast hospital

Cost Reduction and Recovery

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

Automated Faxing—Eliminate time consuming, expensive, and inefficient manual processes.

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

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.

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

"It cut down on our overhead and it doesn't break. It has been functional since we put it in. We're not even aware that it exists because it does its job so well. It has been wonderful."

IT Analyst in a West Coast hospital group

Proven fax and electronic document delivery for healthcare organizations

Open Text RightFax provides reliable fax server and electronic document delivery capabilities proven to meet the industry's unique information delivery challenges.

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 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

