RightFax

OpenText RightFax and Epic

When you choose Epic EMR for your physician group or hospital system, you make a choice to move away from paper records. However, you still need to deliver protected health information (PHI) as part of ordering tests or referring patients – and other health providers need to share PHI with you. You may still have paper records that remain part of the overall patient record for some time, but how can you deliver both electronic and paper records in an efficient and secure manner?
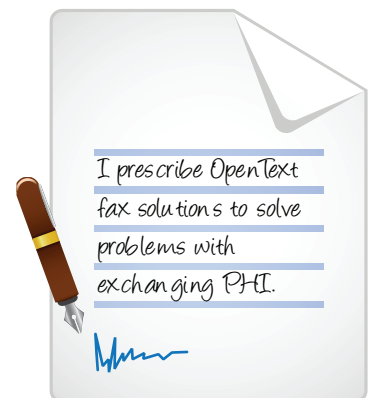
Overview

OpenText RightFax, the market-leading network fax software has a long-standing history of being the fax servers of choice for a variety of healthcare information systems (HIS). These systems allow healthcare professionals to share PHI – both electronic and paper-based records. For existing paper-based records yet to be digitized, RightFax supports faxing directly from Multi-Function Printers (MFPs). For electronic records, many organizations that use Epic choose to set up faxing directly from Epic – eliminating the need to print records while keeping a complete audit trail of sent information.

The types of faxing that might be done from within Epic include:

- Faxing prescriptions from Order Entry
- Faxing referral or thank you letters to physicians
- Faxing result notifications
- Health Information Management faxing, such as legal medical records
- Radiant and Cardiant faxing
- Transcriptions, including letters

I prescribe OpenText fax solutions to solve problems with exchanging PHI.

If you are using Epic, you can send PHI via RightFax. All you need is a properly configured RightFax server. Epic already knows how to use RightFax to send faxes.

RightFax can also be configured to securely route received faxes containing PHI to specific departments/individuals in digital form, eliminating the need for paper and protecting PHI better than traditional fax machines. If faxed documents are showing up at a fax machine in a public area–a busy nursing station for example–they are vulnerable to being seen or even stolen by unintended recipients. Patient information is protected by law, and strict regulations like HIPAA and HITECH govern how healthcare institutions must handle and store them. Failure to produce a requested document can result in crippling fines and a loss of patient confidence.

Better Healthcare
with RightFax

Improve productivity and security

- Extend existing platforms & applications with fax server to eliminate error-prone, time-consuming and inefficient manual processes
- Automate delivery, receipt, and tracking of sent and received patient information
- Lower cost of paper, toner, file storage, fax machines and fax machine maintenance

Improve HIPAA compliance

- Increase confidence that sensitive health information reaches its intended recipient with notifications and options for encrypted and certified delivery
- Centralize communications hub for protected health information
- Enable audit trail of sent and received faxes

Enhance patient services levels

- Improve health information tracking and storage
- Accelerate scheduling, follow up, and claims processing

OpenText fax and document management solutions can help address the challenge of delivering and managing *medical records* and other documents by providing the tools to electronically send and receive documents from the desktop, and by automating document delivery from a variety of clinical and back-office applications, intuitively organizing them for quick retrieval and archiving. This provides healthcare organizations with the flexibility to securely distribute virtually any document from any application, using a centralized fax and document management solution.

Physicians

Laboratories

Hospitals

RightFax

Secure Transmission of PHI with RightFax

Prescriptions

Clinics

Insurance and Payment