

SUCCESS STORY

Cloud Fax Case Study

CHALLENGE

Security, Compliance and Cost Control

A healthcare clinic faced challenges around sending and receiving traditional faxes. Outgoing faxes were sent anonymously over analog phone lines, providing no auditability for compliance purposes. Incoming faxes were often left on the printer tray, providing very little security of the information. This left the clinic vulnerable to possible HIPPA violations and fees.

SOLUTION

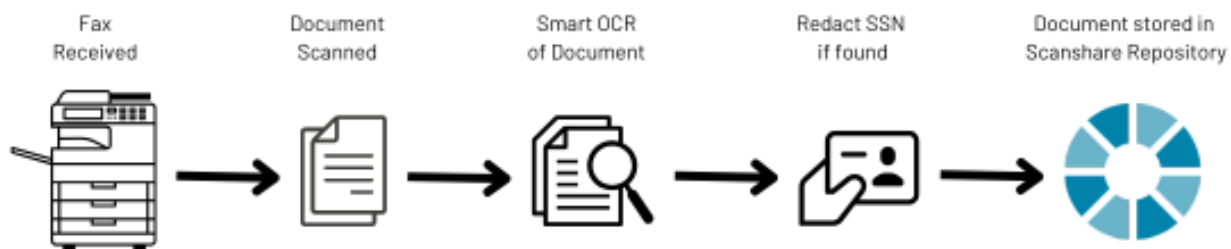
Outgoing Fax

The clinic's administrators now swipe a proximity card for authentication, increasing security protocols and enabling an audit trail. The users specify recipient fax number and can add notes and/or comments to the outgoing fax, creating more contextual faxing. Scanshare sends the fax to the intended recipient at %recipient%@faxdomain.com and eFax solution sends fax to recipient. Smart OCR scans medical document for Social Security Number, allowing strict HIPPA compliance with Audit Trail.

Incoming Fax

Incoming faxes are received via a monitored email (incomingfax@company.com) and imported directly into a workflow. Faxes are then stored into Scanshare Repository, as based on the incoming fax number. Security is increased as faxes are no longer printed and vulnerable while waiting for collection.

IMPLEMENTATION



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Switching to a cloud fax solution in healthcare can offer several compelling benefits, particularly in addressing compliance, efficiency, and reliability. Here are some valid reasons for making the switch:

IMPROVED SECURITY AND HIPAA COMPLIANCE

- **Data Encryption:** Cloud fax solutions often provide advanced security features, such as end-to-end encryption and secure data transfer, which are crucial for protecting sensitive patient information.
- **Compliance Management:** They are designed to meet HIPAA regulations, ensuring that all transmitted documents are protected and compliant with healthcare standards.
- **Audit Trails:** Automatic logging and tracking of fax transmissions help ensure transparency and accountability.

COST EFFICIENCY

- **Elimination of Physical Fax Infrastructure:** Moving to a cloud solution can reduce costs associated with hardware, paper, ink, and maintenance of traditional fax machines.
- **Reduced Phone Line Expenses:** Cloud faxing eliminates the need for dedicated phone lines, leading to lower telecommunications expenses.

SCALABILITY

- **Easily Manage Volume:** Cloud fax services can scale up or down depending on the volume of faxes needed, making it easier to handle fluctuations without investing in new equipment.
- **Flexible Integration:** They can integrate with electronic health record (EHR) systems and other healthcare software, streamlining communication across the organization.