opentext™

SUCCESS STORY

Inova Health System

Industry
• Healthcare

Solution
• OpenText™ XM SendSecure™

Service
• OpenText Professional Services

Results

Reduced the time necessary to send patient files drastically, from up to a week to minutes

Achieved **immediate cost savings** by replacing overnight shipping of burned CDs with a fast 100% digital solution

Enhanced security with encryption in transit and at rest, secure messaging, and HIPAA-compliance boosting automatic recordkeeping

INOVA®

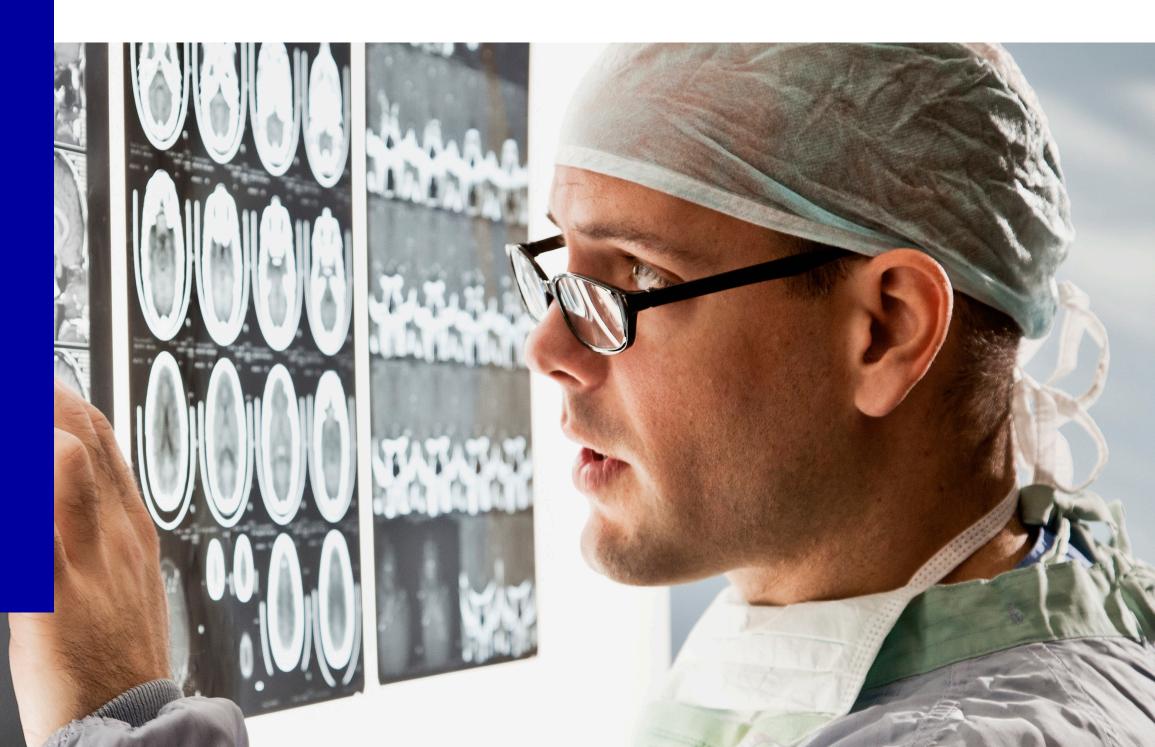# Inova Health System digitally transforms medical imaging communications

Healthcare provider achieves immediate cost savings while increasing speed, security, ease of use, and reliability of document communications with OpenText™ XM SendSecure™

The Inova team realized immediate cost and time savings after implementing SendSecure, since they no longer have to burn CDs or incur overnight shipping and mail costs. A process that used to take up to a week is now accomplished in only minutes.

Inova Health System offers specialized healthcare services to over 2 million people in the Washington, D.C. metro and surrounding areas each year through its network of hospitals and healthcare facilities. With over 1,700 licensed beds and 16,000 employees, Inova encompasses the full array of precision patient care services including the area's only Level 1 Trauma Center and Level IV neonatal intensive care unit. As a global leader in personalized health, Inova is home to world-class researchers, expert medical specialists and renowned scientists who are dedicated to driving innovation to improve patient care, prevent disease and promote wellness.

The Radiation Oncology departments within Inova Health System in VA transmit dozens of large patient files on a monthly basis to outside patients, doctor's offices and partner healthcare facilities. The files contain highly sensitive protected health information (PHI) including medical records and x-ray images.

The protocol Inova used in the past involved burning patient files onto CDs and shipping them overnight via US mail. The process was time-consuming and could sometimes lead to delays in patient care. Email wasn't an option for two reasons: data breaches too often occur at the sending or receiving end of email transmissions, and many of the Inova patient files contain numerous images, making them too large to send as email attachments.

Inova needed an alternative that was highly secure, cost-effective, user-friendly and simple to implement, but also rapid and reliable. Inova chose XM SendSecure™ for its robust security features, such as the two-factor authentication and audit trail. It allowed the Inova team to continue to offer high-level service to patients in need of their medical records while adhering to HIPAA compliance standards.

The Inova team reports that the onboarding training provided by OpenText Professional Services helped them quickly adapt to the new solution. They realized immediate cost and time savings after implementing SendSecure, since they no longer have to burn CDs or incur overnight shipping and mail costs. A process that used to take up to a week is now accomplished in only minutes.

Since SendSecure handles files of up to 5TB per exchange, the staff is happy they'll never have to run into the issue of a file being too large to upload.

Inova's security team appreciates that all files exchanged with SendSecure are encrypted while in transit and at rest, and that accessing them requires authentication on the receiver's end. When a Safebox is in use, the team can also collaborate with doctors and other healthcare staff via the secure messaging function built into the application to provide additional commentary in a secure and compliant fashion.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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