opentext™

Accelerate Connectivity by Leveraging OpenText™ RightFax™ for Better Patient Information Exchange

Fax volumes in healthcare are at an all-time high. Considering the last decade's push toward adopting electronic forms of patient document exchange, that fact is startling.

Inefficient forms of patient information exchange, including paper-based, fax-based and other ineffective forms of exchange have persisted in healthcare for a number of reasons and present many challenges for healthcare organizations.

- Limits connectivity with no real-time exchange at the point of care. The average patient will see 18 different providers in their lifetime. Getting the right information to the right provider at the point of care is critical.
- Increases costs due to inefficiencies and labor-intensive processes with paper-based, manual patient information exchange.
- Slows and disrupts care coordination among providers.
- Patients and their families are increasingly tech-savvy and expect providers to have electronic access to their medical records. The 2016 Connected Health and the Patient Experience Survey demonstrated that 98 percent of patients believe their doctors should have access to their complete medical record and are wasting their time without it.
- Negatively affects patient safety when providers do not have access to critical information about the patient. Negatively affects revenue cycle with duplicate testing, expenses, and leakage.
- Blocks progress to MIPS/MACRA and Meaningful Use Stage 3 interoperability measures.

Well-coordinated communication accelerates the quality and delivery of care, reduces wasteful duplicate testing, and minimizes the risks and costs associated with missed or delayed diagnosis, medication errors, and hospital readmissions.

BENEFITS

- *Optimize patient information exchange with OpenText™ RightFax™ Healthcare Direct*
- *Connect and improve care coordination with the entire care team*
- *Streamline workflows with more modern forms of exchange*
- *Reduce risk and the cost of care with real-time information exchange*
- *Easily transition to the next generation of patient information exchange*

Achieve Connectivity with OpenText RightFax Healthcare Direct

As the most connected solution for patient information exchange, OpenText RightFax is the first fax solution to transition healthcare from faxing to electronic communications between providers. OpenText RightFax Healthcare Direct provides fax to Direct message conversion simply by leveraging an existing RightFax infrastructure.

Healthcare organizations can connect the community of care to transition to better forms of exchange with a full suite of tools designe to enhance patient information exchange.

Connect Better. Connect Smarter. Connect the Community.

RightFax Healthcare Direct is the first software to combine fax and Direct messaging in a single solution by sending Direct messages whenever possible and faxing only when you need it. This innovative solution leverages integrations between RightFax and your EMR systems to send and receive Direct messages, making patient information exchange an electronic, consistent, and secure part of the continuity of care, allowing for uniform workflows for both the sending and receiving provider.

RightFax Healthcare Direct is a suite of tools and services that allow organizations using RightFax to:

- Transition RightFax fax activity to a secure and structured form of patient document exchange.
- Expand interoperability (such as Direct) throughout your community. As more hospitals, doctor offices, specialists, clinics, and partners adopt, you—and they—are able to exchange interoperable documents.
- Streamline document exchange to increase the quality of patient care.
- Optimize inefficient paper-based workflows by streamlining your inbound fax workflows into electronic and interoperable document exchange.

Connect the Community of Care

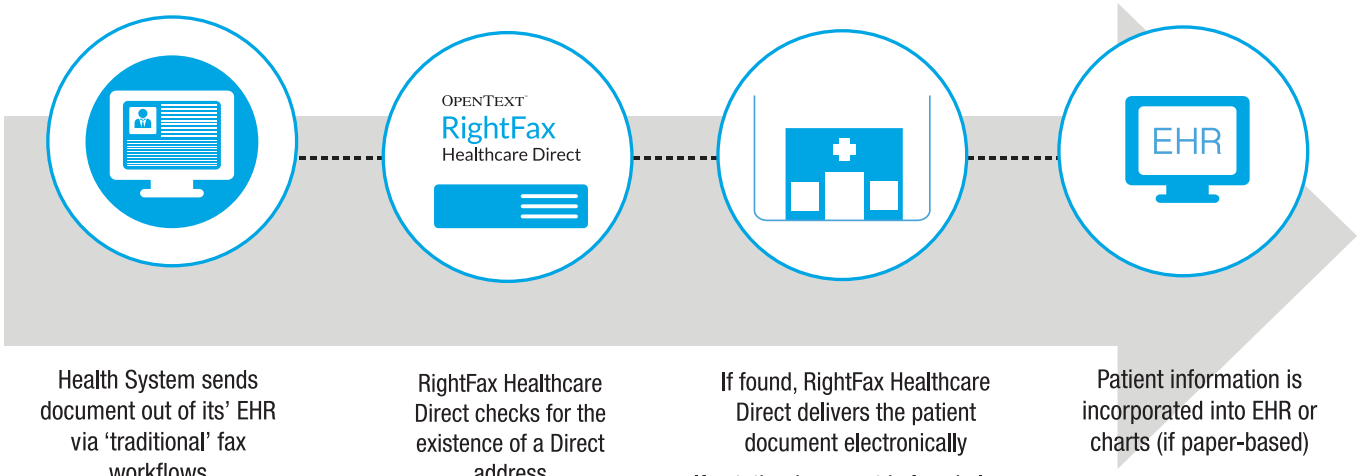
The proverb "you are only as strong as the weakest link" could not be truer with paper-based faxing and patient care coordination. Many health systems overcome this by promoting the adoption of portals designed to serve their needs but often placing significant burden on the community provider to manually incorporate patient information back into their workflows and EHR. Thus, single-purpose portals have been met with limited adoption and use and have resulted in "portal fatigue."

With the optional RightFax Healthcare Direct Enterprise license plan, you can facilitate interoperable connectivity and exchange with your entire care community by providing cloud-based document exchange tools. These tools are designed to fit into the workflows and EHRs of all types of providers, even paper-based, eliminating the need for multiple proprietary portals. Now, external providers can not only send and receive interoperable documents with you but with their entire care community. It's a win-win-win… you, the provider, and most importantly, the patient.

In order to achieve the greatest connectivity, the RightFax Healthcare Direct solution offers Connectivity and Communication services to help you tackle the rollout to the community, starting with the providers with whom you exchange the highest fax volume and quickly transition them to interoperable document exchange.

The Next Generation of Fax

One of the largest barriers preventing the transition to better forms of exchange are the long-standing behaviors and systems deeply integrated and intertwined across health systems and community providers. With RightFax Healthcare Direct, health systems can make a seamless transition to a modern, secure, and interoperable exchange of patient documentation, requiring limited workflow changes.



RightFax Healthcare Direct: A better way to exchange patient information as electronic content

RightFax Healthcare Direct converts intended outbound faxes (unstructured documents transmitted over analog phone lines) into structured documents transmitted electronically, allowing for automated inclusion into the patient's chart. And it is content neutral—it can deliver any type of document wrapped in a structured format. This allows healthcare organizations to create a consistent method of delivering documents from all EHR workflows. Gone is the dependency on EHR vendors to enable Direct messaging for each type of document workflow (such as lab reports, radiology reports, routing chart notes, release of information). RightFax Healthcare Direct can convert ANY and ALL faxes coming out of the EHR to electronic delivery.

Through this solution, health systems dramatically reduce fax volumes, reduce asset management, supply management, and overall operational cost of hardware while improving care coordination workflows, internally and externally.

Optimize Patient Information Exchange with RightFax Healthcare Direct

It is time to leverage the most connected device for patient information exchange, your fax server, to optimize the exchange to achieve connectivity, improve processes and workflows, and increase care coordination with RightFax Healthcare Direct.

Improve care coordination throughout the ENTIRE care continuum

Streamline workflows by transitioning to more modern and secure forms of patient information exchange

Reduce risk and the cost of care by providing documents in real-time at the point of care

Reduce outbound fax volume and cost

Reduce inbound fax volume, cost, and resource time spent managing fax traffic

Move to the next generation of patient information exchange

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