

OpenText™ RightFax™ Healthcare Direct

Accelerate connectivity and transition to better forms of patient information exchange



Achieve **connectivity** and improve care coordination



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



Lower fax volumes and costs



Transition to **better** forms of electronic exchange

In healthcare, fax continues to be the most common way to exchange patient information. Inefficient, paper-based fax has persisted and presents many challenges for healthcare organizations, including:

- Limiting connectivity with no real-time exchange at the point of care.
- Increasing costs due to inefficiencies and labor-intensive, manual processes.
- Slowing down or disrupting care coordination among providers.
- Compromising safety when providers do not have access to critical patient information.
- Duplicating testing and increasing expenses and leakage, which affects the revenue cycle.

Meaningful connectivity starts with OpenText RightFax Healthcare Direct, which leverages the most trusted and connected digital fax server in healthcare, OpenText™ RightFax™, to send and receive content via Direct messages, connect the care team and accelerate interoperability.

RightFax, the most connected form of communication in healthcare, is the first fax solution to transition healthcare to electronic communications between providers. RightFax Healthcare Direct provides fax-to-Direct message conversion simply by leveraging the RightFax infrastructure and helping organizations achieve digital maturity.

Connectors

Pre-built connectors for OpenText™ RightFax™ Healthcare Direct are available for Ricoh®, Konica Minolta® and Xerox® devices. These connectors provide fax-to-Direct conversion for outbound transmissions when sending from the device. When fax-to-Direct isn't possible, the content is sent as a fax, with no change to the user experience. See manufacturer for a list of compatible devices.

Connectivity and Communication services

OpenText™ RightFax™ Healthcare Direct also offers Connectivity and Communication services to help tackle the rollout to the community, starting with data driven analytics that identify the providers with whom an organization exchanges the highest fax volume and quickly transition them to interoperable document exchange.

With RightFax Healthcare Direct, healthcare organizations connect their care community with a full suite of tools and services designed to enhance patient information exchange that allows organizations to:

- Create open communication and transparent access to patient information.
- Lower costs through more efficient, consistent and comprehensive communication of patient information.
- Reduce duplicate tests and redundant costs.
- Decrease the risk of HIPAA violations and inappropriately shared PHI.
- Improve workflows and staff efficiency through reduction of inefficient fax and paper management.
- Enhance continuity of care for patients, resulting in safer transitions of care and better patient outcomes

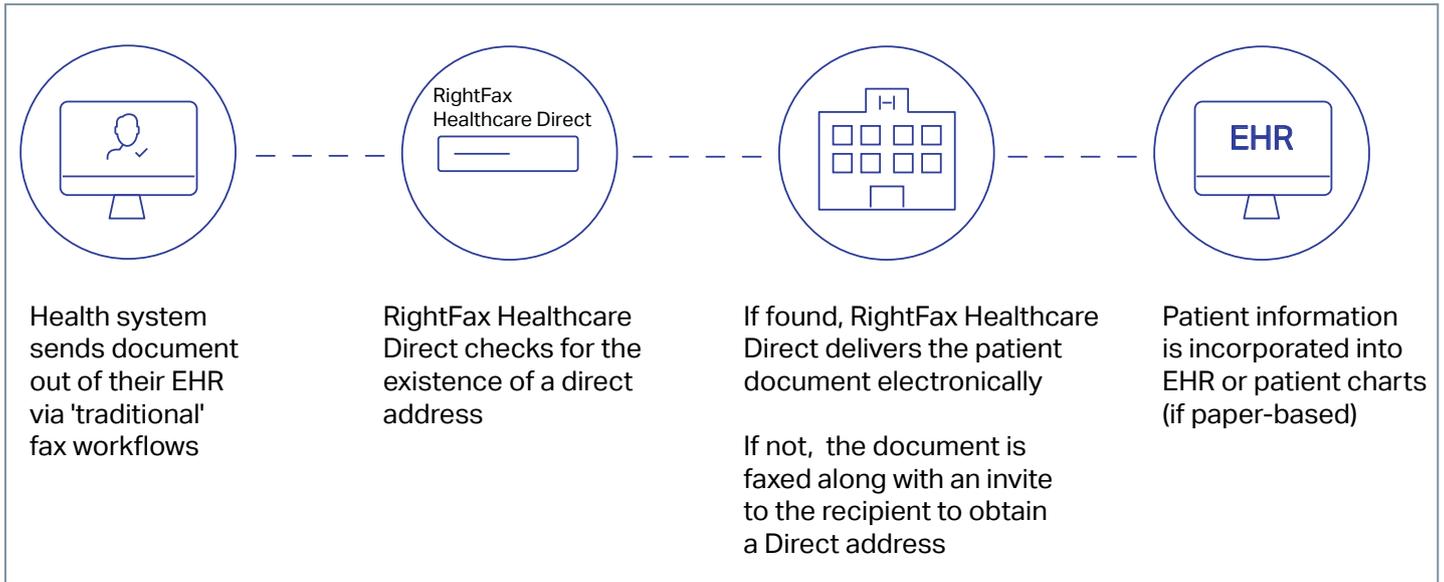
With RightFax Healthcare Direct, health systems can make a seamless transition to a modern, secure and interoperable exchange of patient documentation, requiring limited workflow changes.

RightFax Healthcare Direct converts outbound faxes (unstructured documents) 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 EMR workflows. Gone is the dependency on EMR 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 all faxes coming out of the EMR to electronic delivery.

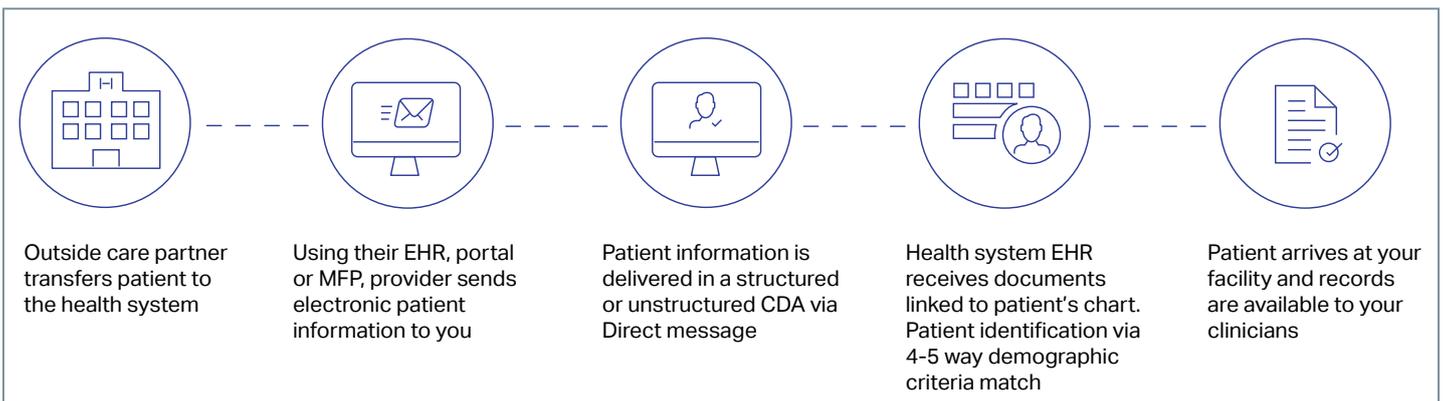
RightFax Healthcare Direct is the first fax software solution to combine fax and Direct messaging in a single solution by sending Direct messages whenever possible and faxing only when necessary. This innovative solution leverages existing fax infrastructure to create a connected community where outbound faxes convert to secure, interoperable exchanges. It also provides community partners the tools they need to receive and send interoperable content to all providers in the national network. A connected community also ensures that inbound documents are sent securely, further reducing inbound fax.

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

With the optional RightFax Healthcare Direct Enterprise license plan, organizations can facilitate connectivity with their entire care community by providing cloud-based interoperability tools. These tools fit into the workflows and EMRs of all types of providers, even paper-based, eliminating the need for multiple proprietary portals. External providers can send and receive patient information with their entire care community. It's a win-win-win for the healthcare organization, the provider and most importantly, the patient.



RightFax Healthcare Direct: Better outbound exchange of patient information as electronic content



RightFax Healthcare Direct: Establishing a connected community of providers