

10 digital and cloud fax use cases improving outcomes in healthcare

Empower employees and enrich their experiences

Contents

3	Fax is evolving!	11	Premier Medical Group
5	University of Kansas Health System	12	ZOLL Medical Group
6	NorthBay Healthcare	13	OCHIN
7	Solarity	14	Sharp Community Medical Group
8	Sutter Health	15	Conclusion
9	TriWest Healthcare Alliance		
10	Institut Paoli-Calmettes		

Fax is evolving!

Modern fax is now API to API and cloud based. Digital fax services allow users to send and receive faxes using computers, smartphones, or tablets. Modern features like electronic signatures, cloud storage integration, and archiving, make faxing more convenient and efficient. It is still more secure than email and digital file sharing, which can be vulnerable to hacking.

This e-book provides real-life examples of how 10 healthcare teams are using cloud fax to improve patient outcomes and experiences.





Organizations with cloud fax benefit from:

- Improved employee productivity, customer experience, and security.
- Reduced expenses associated with maintaining fax machines, on-premises telephony costs, and more.
- Lower error rates.

Organizations without cloud fax struggle with:

- Escalating costs associated with maintaining analog telephony infrastructure.
- High failure rates, lost faxes, and busy signals.
- Security risks, difficulty maintaining compliance, limited ability to preserve a full audit trail.
- Delays in processing information and challenges in seeing the full customer journey.

University of Kansas Health System

Profile

1,000+ clinicians, 14,000+ employees, 100+ hospitals and clinics

Based in:

Kansas City, Kansas

Challenge

The University of Kansas Health System had rising fax transmission error rates, as local telcos reduced support for analog fax solutions. Manually resending faxes consumed valuable time and diverted clinicians from care services.

Solution

The health system moved to a hybrid-cloud telephony solution in OpenText™ Fax Cloud Connect, which integrated with the organization's Epic® electronic health record system. The organization rapidly deployed the solution by leveraging trusted professional services.

Results

The health system reduced IT maintenance workloads associated with fax by up to 90 percent, boosted the fax transmission success rate to almost 100 percent, and enhanced the resilience of mission-critical fax systems.

“Making the move to cloud with OpenText has helped us to modernize and future-proof our vital fax infrastructure.”

Garrett Daniel

Systems Administration Applications Manager,
The University of Kansas Health System

[Read the full customer story](#)

NorthBay Healthcare

Profile:

2,400 employees, two hospitals, several primary/specialty care and administrative offices

Based in:

Solano County, California

Challenge

NorthBay Healthcare was struggling with lost faxes and illegible documents after migrating from analog fax machines to electronic faxing over an IP network.

Solution

NorthBay Healthcare switched to OpenText Fax Cloud Connect—eliminating on-site telephony concerns and associated VoIP issues while resolving the fax transmission errors and failures.

Results

Their new secure fax server with cloud-based telephony delivers clear and reliable faxes. Expedient faxing for busy employees eliminated complaints to the Help Desk while efficient document exchange enhanced service to nurses and doctors providing patient care.

“OpenText Fax Cloud Connect resolved all of our telephony problems. Instantly, our phone calls to the Help Desk dropped. Faxes are coming through with much better quality and faxing is now faster for us.”

Dana Knight

Help Desk Manager, NorthBay Healthcare Manager,
The University of Kansas Health System

[Read the full customer story](#)

Solarity

Profile:

100+ clients, integrations to 6 EHR platforms, 500 million transactions a year

Based in:

US

Challenge

Solarity provides an intelligent automation engine for analyzing patient data. Healthcare providers in the United States receive information from more than 1,000 data sources every 48 hours. Manually keying in data to her systems is time-consuming and costly, and increases the risk of patient delays. The organization needed a more automated solution for ingesting data.

Solution

Certified integrations between health provider EHR systems and OpenText Fax enabled secure data exchange. The Solarity platform automatically files clinical information in client EHR systems in near real time.

Results

Reduced the average time to add information into its Epic EHR system from more than one week to well below 12 hours.

“On average, the Solarity platform and OpenText Fax allow us to deliver healthcare data to our client within four to six hours, which is up to 97% faster than before.”

Andrew Fehlman
CEO, Solarity

[Read the full customer story](#)

Sutter Health

Profile:

Provides care to more than 3 million people, 21 hospitals, 13 medical groups, independent physicians

Based in:

California

Challenge

Complicated, time-intensive, paper-based faxing delayed prescriptions and document exchange for Sutter Health. Costs mounted for fax machine supply and maintenance while outdated methods could not support growth.

Solution

Sutter Health installed OpenText Fax, integrating electronic faxing with its Epic electronic medical records system. The combination ensured speed and efficiency —the not-for-profit healthcare system now sends and receives more than one million faxes per month.

Results

Sutter Health boosted productivity and enhanced patient care while a consolidated virtual environment eliminated paper and machine maintenance expenses.

“OpenText Fax allows us to eliminate paper, resulting in cost savings and efficiency gains for our users.”

Teddy Halid

Systems Engineer, Sutter Health

[Read the full customer story](#)

TriWest Healthcare Alliance

Profile:

1,600 employees in the 21-state TRICARE West Region

Based in:

Phoenix, Arizona

Challenge

A vast network and a high volume of inbound and outbound faxing necessitated a cost-effective solution for processing healthcare services requests.

Solution

OpenText XM Fax was implemented quickly with extensive integrations to securely transmit highly confidential healthcare information.

Results

TriWest Healthcare Alliance saved \$500,000 per year while increasing productivity. The inbound/outbound fax load almost doubled, from 28,000 pages to 45,000 pages per day, as the organization increased coverage from 32 to 90 locations.



[Read the full customer story](#)

Institut Paoli-Calmettes

Profile:

1,200 employees, admits more than 25,000 patients per year

Based in:

France

Challenge

The Institut was handling more than 1,200 sent and received faxes daily, but struggled to maintain security and proper routing of critical information due to an outdated system of 112 physical fax machines and paper faxes.

Solution

ICP deployed digital fax solution OpenText XM Fax with eight channels to optimize fax usage in each department and manage all the organization's incoming and outgoing faxes. Installation went smoothly, department by department. Physical machines were gradually removed to make way for a fully software-based fax infrastructure. Faxes are now routed directly to mailboxes, network directories, or network copiers.

With the OCR routing module, confidential documents can be automatically routed directly to the right practitioner based on keywords contained in the fax.

Results

ICP reduced operating costs and expected to cover ROI by year two. The organization improved tracking and reporting capabilities with secure, reliable transfer of confidential information.



[Read the full customer story](#)

Premier Medical Group

Profile:

Based in:

Phoenix, Arizona

Challenge

An outdated fax system at Premier Medical Group was pushing costs higher and creating inefficiencies. Fax volumes were outgrowing the existing solution and there was a compliance risk with a lack of security.

Solution

The remedy was OpenText Fax combined with OpenText Fax Cloud Connect in a hybrid deployment for a secure, scalable, and cost-effective faxing solution.

Results

The flexible and scalable cloud faxing solution fit well with the organization's growing volumes. The end-to-end hybrid cloud fax solution provided simplicity and savings while enabling the secure exchange of protected health information.

“Cost is one of the most important differentiators because, at the end of the day, people count every penny. The OpenText solution was far more cost effective.”

Dr. Sunny Maheshwari

Executive Board Director, Premier Medical Group

[Read the full customer story](#)

ZOLL Medical Group

Profile:

Medical device provider

Based in:

US

Challenge

ZOLL was struggling with growing fax volumes. Incomplete or failed incoming faxes, combined with multiple fax vendors with manual failover, were creating inefficiencies. There were limited resources to manage a full on-premises solution.

Solution

ZOLL Medical deployed OpenText Fax Cloud Connect for better scalability, improved security, and cost savings.

Results

The stable, scalable enterprise fax solution improved workflows. The hybrid cloud deployment freed up IT resources while ensuring data security. It included built-in high availability, failover, and redundancy for fax traffic.

“I like the hybrid cloud ability of OpenText Fax Cloud Connect. I can offload the telco component and let the experts do that. I don’t have to worry about it.”

Josh Stauffer

Director, Information Technology, ZOLL Medical Corporation

[Read the full customer story](#)

OCHIN

Profile:

National health technology nonprofit with 500+ organizations, 10,000 clinicians, and 37 million patients

Based in:

Portland, Oregon

Challenge

OCHIN was dealing with rising costs and manual faxing inefficiencies with multiple fax systems not integrated with EHR solutions.

Solution

OCHIN turned to OpenText Fax, a centralized fax server solution capable of providing powerful, secure, and compliant faxing across an entire health organization.

Adding OpenText Fax Cloud Connect as the cloud fax transmission service to an on-premises OpenText Fax server simplified deployments by eliminating the complexity of maintaining and troubleshooting an on-premises telephone system.

Results

OCHIN saved money and resources by eliminating manual faxing, printing, and scanning. The new solution integrated seamlessly with NextGen and Epic EHR systems while providing enhanced security and compliance of patient health information with an automated workflow and audit trail.

“While there are a plethora of faxing vendors on the market, we chose OpenText Fax because it is best-in-class for integrations, scalability, and value. OpenText provided a level of integration into our Epic and NextGen EHR systems that we simply couldn’t get with other fax vendor offerings.”

Paul Matthews

Chief Technology Officer, OCHI

[Read the full customer story](#)

Sharp Community Medical Group

Profile:

800+ primary and specialty care physicians working in 350 locations in San Diego County

Based in:

San Diego, California

Challenge

Sharp Community Medical Group (SCMG) was struggling with a high fax failure rate and slow delivery, which led to delays in delivering clinical information. Excessive manual work was needed to fill the fax delivery gap.

Solution

The group selected OpenText Fax, a centralized fax server platform that provides best-in-class EMR integrations with secure and reliable faxing capabilities. By combining it with OpenText Fax Cloud Connect, SCMG was able to move fax transmissions to the cloud.

Results

SCMG enhanced patient care with reliable, timely faxing. This reduced fax complaints from five to seven per day to five to seven per quarter, while decreasing fax failure rates by 10-15 percent.

10 digital and cloud fax use cases improving outcomes in healthcare

“OpenText Fax has been a huge win for us. We have gone from faxing being a real pain point in our system to actually becoming a strength. Our user community knows this and has started faxing more because of it. The confidence level, which was not there even just six months ago, has completely flipped now. They know that whatever they send is going to get there.”

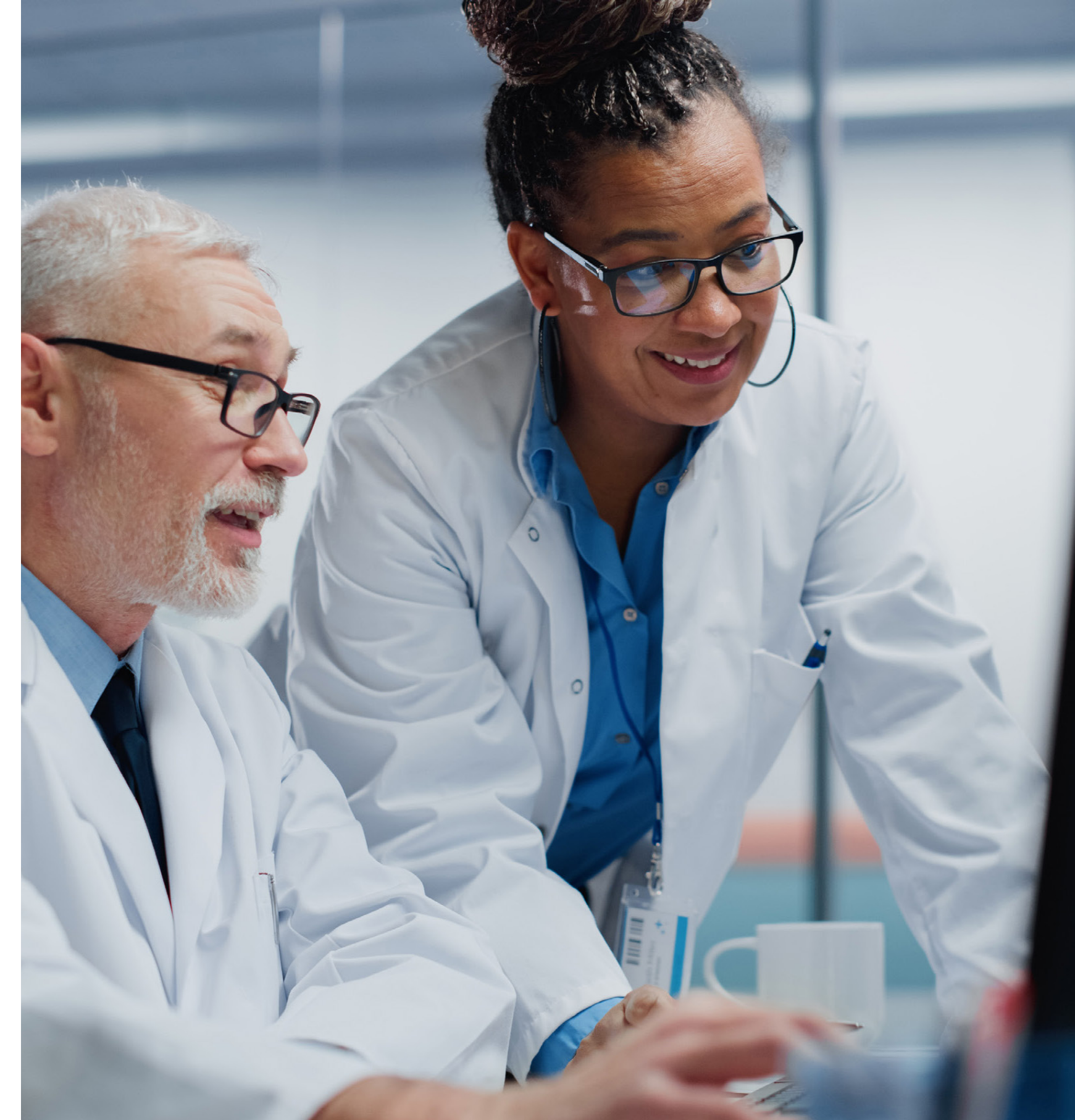
Brant Burington

Manager, Technical Services and Support,
Sharp Community Medical Group

[Read the full customer story](#)

Conclusion

The OpenText private cloud processes almost four billion faxes per year across our global network. The largest healthcare organizations rely on OpenText cloud fax solutions and the most robust cloud fax infrastructure in the segment. Through more efficient and secure communications, they're able to improve patient satisfaction and outcomes while easing compliance with key regulations.



Resources

[Choosing a fax solution deployment model](#)

[10 key considerations for selecting a cloud-based fax solution](#)

[Video: How OpenText is transforming the future of faxing](#)

[10 digital and cloud fax use cases improving outcomes in healthcare](#)

[Cloud fax solutions](#)

[Request a demo](#)

Empower your team with digital and cloud fax

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.

opentext.com | [X \(formerly Twitter\)](#) | [LinkedIn](#) | [CEO Blog](#)