



# RightFax Workflow Solution for Healthcare

## Bring Powerful Workflow Automation to Your Healthcare Organization

**Regardless of the size of your organization, the Workflow Platform for RightFax offers a document workflow solution that can seamlessly integrate with your healthcare applications, databases and back office systems.**

Quality healthcare is driven by accurate, timely information in a myriad of formats: Patients fill out paper intake forms, labs send electronic reports, doctors send past care records by fax — the list goes on. Any one of these documents can drive an important medical decision or business process, so it is vital for the information to be handled quickly, accurately and securely.

The Workflow Platform for RightFax is a game-changing platform for automating such document-intensive transactions and processes. It maximizes the availability of paper, fax and email documents by automatically routing and processing them as electronic documents and integrating them with a wide variety of back-end systems.

- ▶ Create a comprehensive medical record with information from paper, fax and electronic sources;
- ▶ Improve patient care and safety with immediate access to the latest medical record content;
- ▶ Increase compliance by quickly securing data and protecting access;
- ▶ Reduce costs by eliminating paper, reducing storage space and refocusing staff time on more productive tasks; and
- ▶ Accelerate revenue cycles through quicker access to coding and billing data. Unlike most workflow solutions, the Workflow Platform for RightFax meets each organization's specific needs by
  - ▶ Leveraging existing applications and back-end systems,
  - ▶ Providing tighter integration,
  - ▶ Enabling faster user adoption and
  - ▶ Significantly reducing implementation costs.



# Improve Both Patient Care and Business Agility

*The Workflow Platform for RightFax provides healthcare providers with superior workflow flexibility, a low total cost of ownership and powerful built-in functionality that avoids expensive customization and programming.*

The Workflow Platform for RightFax provides a combination of features, functionality and price unmatched by any other solution. It can introduce easy automation to processes that still receive mostly paper and fax documents, and it can improve automation for transitional processes that also receive electronic information

## Better Information for Higher Quality of Care

- Increase clinician productivity and satisfaction by improving the quality and availability of information.
- Enhance patient safety by enabling a faster view of orders, results, and history.
- Spread new knowledge faster by populating a case repository and making new procedures and results available for review.
- Capture information for utilization reviews and best practices analysis.
- Enable better search and analysis, trends and projections, and operational analytics.

## Improved Business Processes for Faster ROI

- Improve the revenue cycle by providing claims information more quickly and accurately.
- Increase the profitability of services performed.
- Decrease delays and rejections of submitted claims.
- Improve case management.
- Enhance the patient mix for increased reimbursement.
- Increase compliance by quickly securing all record data and protecting access.

## Customers Include:

- WellPoint / Anthem (Blue Cross Blue Shield)
- Presbyterian Hospital of Denton
- PPMC HMO/PPO
- City of Waco, TX Dept. of Health
- El Camino Hospital
- Lehigh Valley Medical Hospital
- Eisenhower Medical Hospital
- CompPartners
- Night Shift radiology
- Pech Optical
- MD Anderson Cancer Center
- Utah Pain Specialists
- Heritage of Edina
- First DataBank, inc.
- Sunset Cardiology, P.I.
- Senior HealthCare Consultants
- West Fork Medical
- Bionix
- and many more...

## A SUCCESS STORY

Heritage of Edina is a retirement community and assisted living facility in Minnesota for residents with Alzheimer's disease and dementia.

The organization receives a variety of lab results and medical records by fax. Previously these documents were printed and delivered by hand, but they were easily lost or viewed by unauthorized personnel. Once delivered to the correct destination, the documents were scanned to an EHR system, then filed or shredded.

The facility implemented the Workflow Platform for RightFax as an easier, more efficient and HIPPA-compliant way to receive and distribute these vital documents. An approved staffer uses the workflow platform to forward incoming documents to the appropriate doctor, nurse or administrator. Case managers use the system to save fax images and relevant data to the medical records software. The organization also uses the Workflow Platform for RightFax to easily and securely send faxes from more than 40 workstations.

Incoming faxes are now accessed only by those who route and process these documents. Nothing gets lost, and the printing, shredding and scanning of faxes has been nearly eliminated.

### Flexible Integration

- Scanner, fax, MFP and email integration to collect documents from a variety of sources.
- Pre-built and configurable connectors to integrate with EMR/EHR and other healthcare and enterprise-class applications.

### Powerful Workflow

- Flexible router client to view inbound documents and perform indexing, validation and even complex workflow tasks.
- Database updates and lookups to fill index values, identify document senders and determine how to route and prioritize documents.

### Robust Document Handling

- Single/multi-page TIFF/PDF support and file separation to deliver documents to different locations in different formats.
- Barcode detection and parsing (1D and 2D), plus barcode stamping to add iD information to outbound documents.

### Proven Fax Technologies

- Fax over IP (FoIP) and cloud fax support to minimize the total cost of ownership.
- Mail merge to easily send large numbers of unique documents at any time and priority.
- Intelligent “retries” to differentiate between a busy phone line, an invalid number or a human answer.

### Simple Configuration and Administration

- GUI-driven, rules-based configuration to easily create or change complex functions without expensive, time-consuming and risky programming.
- Profile support to apply rules and workflows to different types of documents based on business requirements.
- User/group security to control access to features, functions and processes by user role or explicitly.



### Advantage Technologies

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### About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

**opentext™** | Partner  
Distributor

**opentext™** | Partner  
Reseller Platinum

**opentext™** | Partner  
Support