

iXware International

White Paper Healthcare



iXware Online Fax Service, the solution for Healthcare

The iXware Online Fax Service - a smart global cloud based fax service - is a perfect fit for the fax requirements in Healthcare. With the Online Fax Service any document can be faxed directly from your Xerox MFP or your desktop. This end-to-end solution provides healthcare organizations with the necessary tools to manage fax documents in a secure and timely manner, and with a complete audit trail too!

Healthcare organizations are increasingly challenged to reduce medical errors and improve patient outcomes while cutting costs and boosting the productivity of the clinical staff. There is an increasing need to incorporate fax traffic into digital workflows and processes. In fact, fax still remains an important – and very often mission critical – means of communication. “Its importance is in no way diminishing,” according to Gartner. Not only does the service offer fax-2-email and email-2-fax, it also provides a comprehensive and easy to use solution for walk-up faxing from the Xerox MFP. With the iXware Online Fax Service, healthcare organizations can electronically send, receive and manage patient information securely and confidentially.



Even with the implementation of EMR systems and other IT solutions, Hospitals still need to effectively address the nuisance of manual faxing. This is where the Online Fax Service can help. iXware’s Online Fax Service is a smart faxing solution that eliminates manual faxing for inbound and outbound faxes. iXware easily integrates into all functional areas of the healthcare industry. Whether you are in a clinical area, billing, or medical records, the Online Fax Service provides an intelligent HIPAA-compliant solution that reduces operating costs and increases efficiency.

- Automatically create an audit trail of all inbound and outbound faxes for HIPAA compliance
- Store all faxed documents digitally so you never lose a fax again
- Search capabilities allow you to easily find faxes for resending, printing, and more
- Reduce turnaround time for accounts receivable with easy access to supporting documentation for insurance claims.
- Remain connected to your office while out through the Online Fax Service
- Review important lab results, referral letters, important follow ups and respond quickly

Significant Cost Reduction

Healthcare organizations can realize a significant reduction in overall costs too. Thanks to modern technology and the Online Fax Credit Bundles, the iXware Online Fax Service saves time and money. “What you see is what you get”. The Online Fax Service provides Healthcare organizations a completely transparent cost structure. No hardware is required. Installation and maintenance are included! You can eliminate ALL of your costly analog phone lines! The iXware Online Fax Service is simply the most complete and reliable cloud based fax service available.

- Voice over IP (VoIP) ready
- Eliminates analog fax lines, fax board hardware, fax devices and associated costs
- Keep your existing fax numbers
- Next generation, IP based fax solution
- Frees up staff members to perform other duties



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HIPAA Compliant Faxing

The iXware Online Fax Service is the fastest, simplest and most cost-effective way to implement integrated faxing with your existing applications and processes. By using the iXware Online Fax Service, sensitive patient information no longer sits out in public view on walk-up fax machines, because faxes are routed directly to the user's desktop (e-mail application). The power and legal significance of faxing is made part of the digital workflow, with richer features and benefits, and more cost effective too. It's no wonder that Healthcare organizations all over are turning to the iXware Online Fax Service! Compliance with HIPAA (Healthcare Information Portability and Accountability Act) means Health Care Organizations (HCO's) need to keep electronic records and to automate processes. By deploying cloud-based internet technology like the Online Fax Service, healthcare providers can instantly streamline operational efficiencies as well as improve the vital exchange of information.

Healthcare providers are inundated with handling the volume of incoming and outgoing fax records on a daily basis and struggle to meet the stringent requirements of HIPAA. The Online Fax Service easily integrates with any existing network infrastructure to deliver secure, reliable and convenient smart fax messaging while enabling providers to handle more patients with a smaller workforce and at a lower cost.

- HIPAA Compliant
- Digital audit trail of inbound and outbound fax traffic
- All fax transmissions digitally archived via email
- Confidentiality of fax documents
- No more lost faxes

Contact iXware

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*Working together...
getting results.*

Together we can.



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