

## Streamlining Greenway Health EHR Workflows with RightFax

Fax remains the most trusted and secure document delivery method available. It is an essential communication tool for ambulatory services, clinics and specialty-focused practices looking to exchange protected patient information through their Greenway Health Intergy EHR systems. However, many current fax infrastructures are unreliable or outdated, resulting in slow fax transmission, mishandled documents and protected patient data being exposed to unauthorized access. Fortunately, RightFax has the solution.

Healthcare practices that cannot afford the downtime or performance issues caused by an outdated faxing infrastructure can increase the efficiency and reliability of their fax workflows with OpenText RightFax; the market-leading fax server solution. RightFax transforms fax-dependent workflows, eliminating inefficiencies and providing advanced fax security to improve bottom-line results.

### What is OpenText RightFax?

RightFax is the trusted leader in fax solutions, automated electronic document delivery and secure messaging. It is the only scalable fax server with the comprehensive deployment options to meet today's needs and evolve with changes in a practice as it grows. RightFax offers API integration with Intergy EHR to address the challenge of delivering medical records, lab results, doctor's notes and other essential documents with a familiar interface. RightFax efficiently delivers documents from a variety of clinical and back-office applications ensuring the safe and hassle-free transmission of patient information.

Available fully on-site or hosted in the cloud, RightFax redefines and modernizes secure fax through:

- **RightFax API Integration with Intergy EHR**  
Send, receive and manage faxes from within Intergy EHR or RightFax FaxUtil.
- **Fax Delegate Management**  
Assign predefined or custom roles to delegates including permission to read, write or send faxes.
- **Fully HIPAA Compliant Solution**  
Manage Protected Health Information (PHI) in a secure and reliable electronic format.
- **Advanced Secure Faxing**  
Provide encrypted and tamper-resistant document delivery with secure storage and a completely auditable trail.

Healthcare practices already using Greenway Health Intergy EHR can improve productivity, increase revenue and enhance patient care by providing critical information quickly, accurately and safely by implementing RightFax.

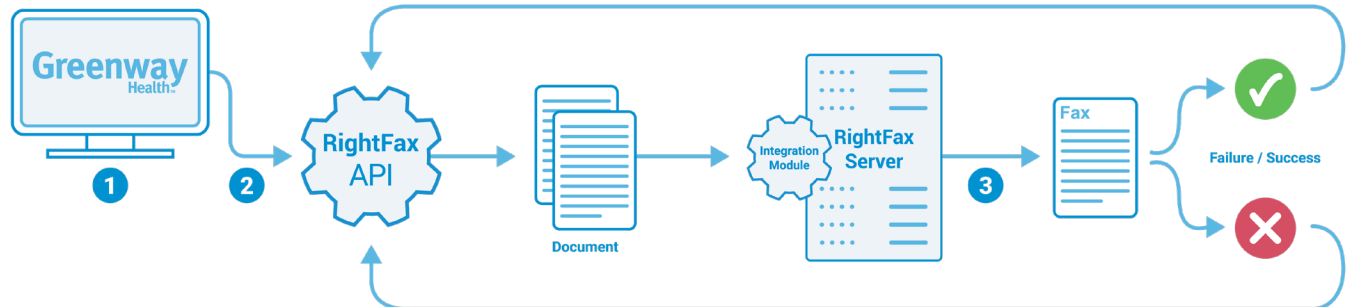
### Outbound Faxing with Greenway Health Intergy EHR & RightFax

RightFax outbound faxing automates the medical record and secure document delivery process from a variety of clinical and back-office applications, intuitively organizing them for quick retrieval and archiving. This process provides ambulatory services and telehealth practices with the flexibility to

securely distribute virtually any document from any application, using a centralized fax and document delivery solution.

### How it Works

The RightFax API processes the outbound fax job coming from Greenway Health Intergy EHR and delivers it directly to the RightFax server for sending. Once sent, a “Complete” status is returned from the RightFax server to the RightFax API which can be viewed in Intergy or RightFax FaxUtil. Faxes can be sent to individual locations or multiple destinations at once.



1. A user sends a document from Intergy EHR.
2. The document hits the RightFax API. The API then sends the document as a file drops into a folder on the RightFax Server.
3. RightFax then sends the fax out. When RightFax has a result regarding the transmission, it reports back to the RightFax API.

Should a fax fail, the RightFax API will return a “Failed” status and deliver the fax to the “Failed Fax” in-basket. The user will receive notification to investigate and the fax status is returned and logged to the patient record in accordance with HIPAA compliance.

By sending faxes using Intergy EHR & RightFax, organizations can:

- Queue outbound fax traffic to prevent system overload during peak fax periods.
- Create dialing rules that optimize channel usage based on priority, page count or destination of the fax.
- Promptly and securely fax physician notes, referrals, lab results, scheduling, health records and more from within the EHR system they are familiar with.

### Inbound Faxing with Greenway Health Intergy EHR & RightFax

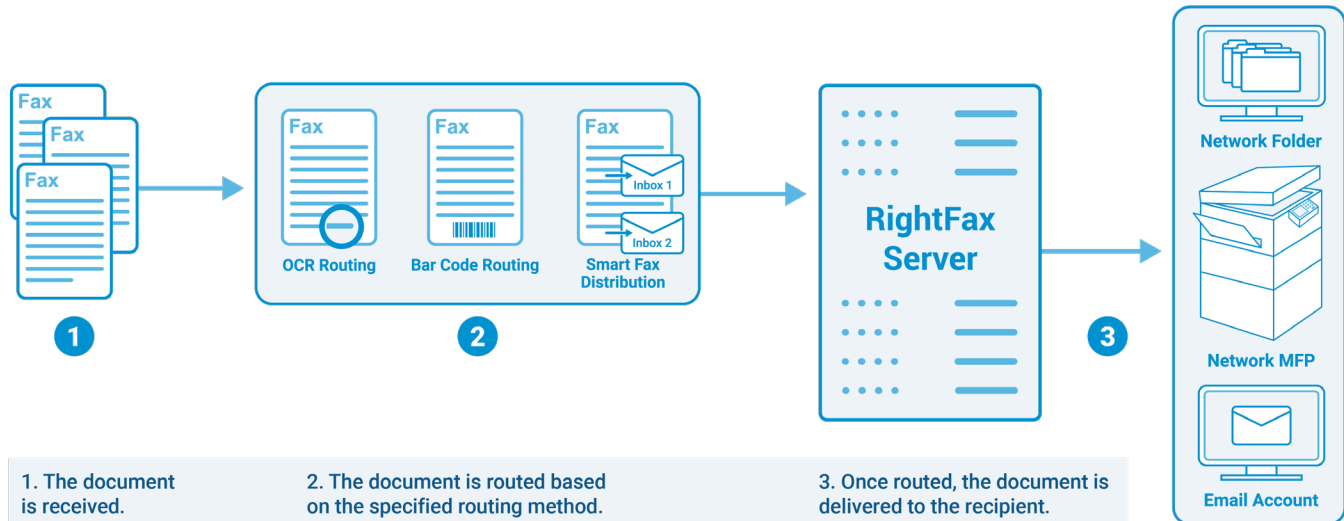
Intergy, together with RightFax, provides several methods for routing received faxes to their intended recipients:

- **Direct Inward Dialing (DID) Routing**  
Route faxes directly to a user based on their assigned routing code – a portion of their designated fax number.
- **Bar Code Routing**  
Faxes are scanned for 1- or 2-dimensional bar codes and then routed to the corresponding destination or inbox.
- **Smart Fax Distribution**  
Faxes are routed to members of a group either by round-robin or a member’s ability to process an incoming fax.

A complete audit trail tracks the history of each fax, including transmission information, every forward, manual route or view of the fax. This allows clinics to verify that sensitive information has been handled correctly and kept secure.

## How it Works

As faxes are received by the RightFax server, they are delivered based on the fax workflows configured by system administrators. Faxes containing sensitive information such as PHI can be routed directly to a designated department or individual to prevent mishandling or unauthorized access.



- 1. The document is received.
- 2. The document is routed based on the specified routing method.
- 3. Once routed, the document is delivered to the recipient.

Documents can be delivered to a number of different end-points, based on the recipients configured preferences, including an email inbox, network folder or a printer. Recipients can also configure what type of documents they will receive, including TIFF images, PDFs and Searchable PDFs.

## Get Started with RightFax API for Greenway Health Intergy EHR

Fax continues to be the most trusted method of patient information transmission for healthcare organizations using Intergy EHR. Manual document delivery workflows present logistic and security challenges. OpenText RightFax can address these challenges while ensuring timely and reliable exchange of prescriptions, referrals and other business-critical information. RightFax, together with Intergy, can provide unmatched reliability, business continuity, flexibility and ease of use.

To learn more about how your practice can expand the features and functionality of your Greenway Health Intergy EHR, reach out to a RightFax expert today!

Request a Quote

Request a Demo