

Greenway Health™ & opentext™ | RightFax

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 clinics, ambulatory services and telehealth specialists 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 However, many current fax infrastructures are unreliable or outdated, resulting in slow fax transmission, mishandled documents and protected patient data being exposed to unauthorized access.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Healthcare organizations that cannot afford the downtime or performance issues caused by an outdated faxing infrastructure can increase the efficiency and reliability of their fax workflows with OpenText RightFax; the market-leading fax server solution.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 enterprise fax, 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 clinic as it grows. RightFax offers API integration with Greenway Health to address the challenge of delivering medical records, lab results, doctor's notes and other essential documents with a familiar face. Through automated document delivery from a variety of clinical and back-office applications, such as billing and scheduling programs, and efficient organization for quick retrieval and archiving, RightFax ensures safe, secure and hassle-free document delivery.

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

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

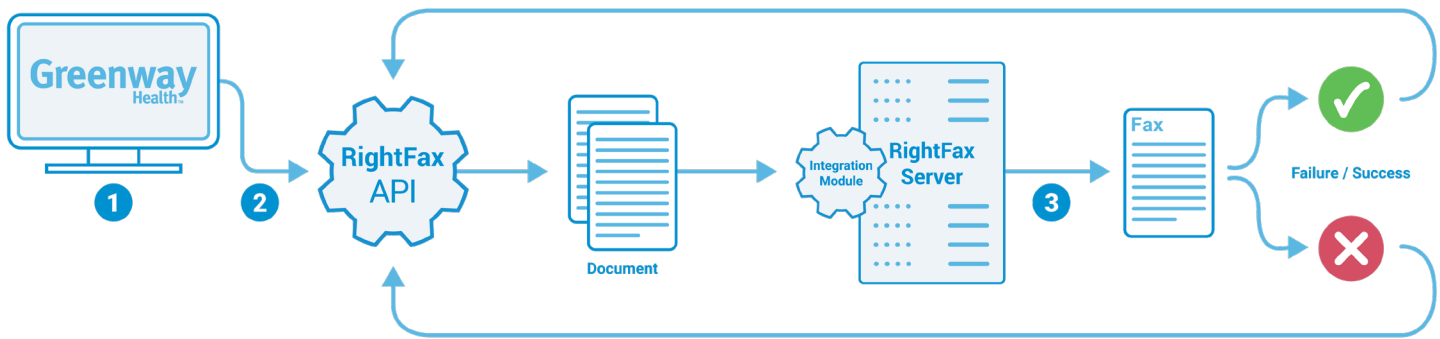
By improving the quality and availability of fax with RightFax, health services using Intergy can increase productivity while improving revenue and patient care by providing critical information quickly, accurately and safely.

Outbound Faxing with 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 bills, schedules and other documents for quick retrieval and archiving. This process provides healthcare organizations 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 Intergy and delivers it directly to the RightFax server for sending. Once sent, a "Complete" status is returned from the RightFax server to the API which can be viewed in Intergy. 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 Greenway Health Intergy EHR & RightFax, organizations can:

- Optimize outbound fax traffic by specifying channel rules according to the priority, size or destination of the fax or documents.
- Organize fax traffic by day of the week or time of day to prevent faxes from being transmitted during peak fax periods.
- 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 Intergy EHR & RightFax

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

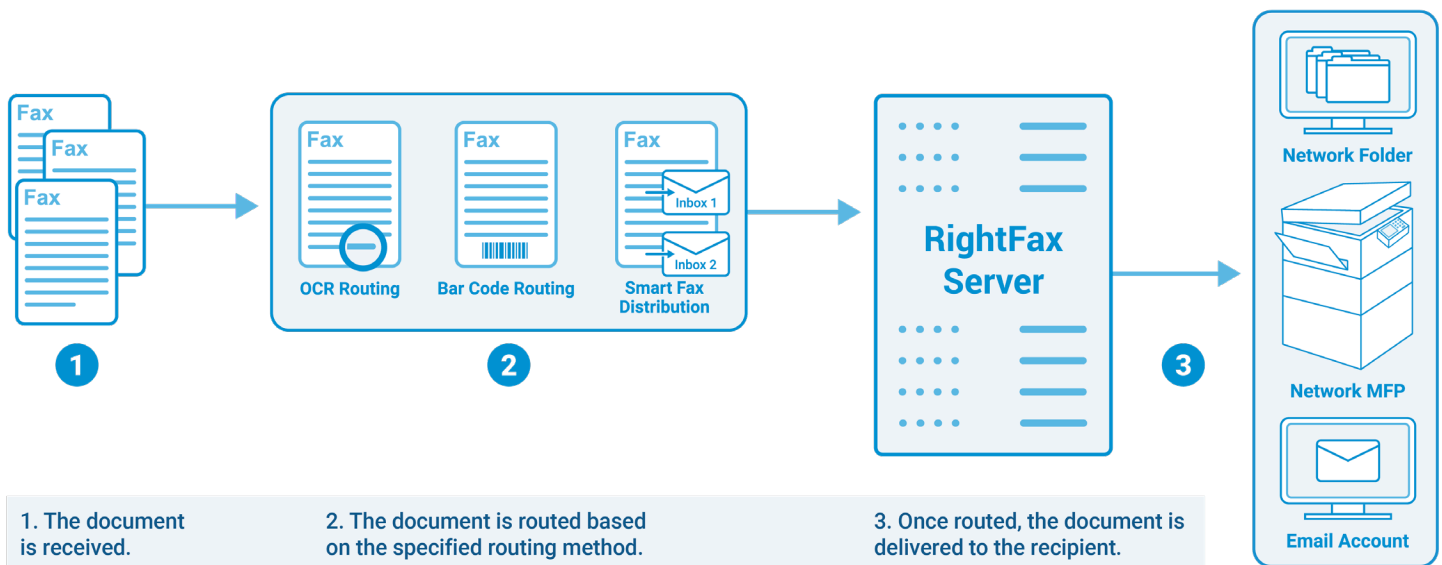
Greenway Health Intergy EHR, together with RightFax, provides several methods for routing received faxes to their intended recipients:

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

RightFax can be configured to securely route received faxes to a specific destination based on the time of day or size of the fax file. Channel management and inbound routing features in RightFax enable healthcare providers and ambulatory services to receive a complete audit trail of all transmitted information. This allows organizations to verify that sensitive information has been kept secure and that human error has not occurred.

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.



Once the document is routed, it is delivered to the intended recipient or inbox with a completely traceable audit trail. This workflow helps to ensure that patient information is protected and that HIPAA and HITECH regulations are properly respected. Inbound faxes can be viewed from within the RightFax fax client or through Intergrity.

Get Started with RightFax API for Greenway Health Intergrity EHR

Fax continues to be one of the most favored methods of patient information exchange for healthcare services and providers using Intergrity 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 Kareo, can provide unmatched reliability and business continuity, flexibility and ease of use.

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

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