



OpenText Cloud Fax Services

A reliable platform that helps facilitate HIPAA and HITECH compliance

In today's business climate of strict government regulation healthcare organizations are ramping up their IT resources, exhausting every option available to remain compliant with the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH). They don't have much choice with regards to this undertaking; the drawbacks are too costly.

When it comes to transmitting PHI in healthcare, fax is a ubiquitous and continuous function, especially with regards to how healthcare documentation is exchanged among providers, payers, suppliers and other stakeholders. As a matter of fact, a 2012 National Physicians survey found that 63% of respondents considered fax as their primary form of communication. Even as organizations adopt electronic health record management systems, thousands of fax pages continue to circulate throughout healthcare facilities. Each patient visit to a doctor's office, hospital or clinic involves the generation of a record that's usually paper-based. The habit is one that continues to plague the sector, and the presence of all this faxed paper results in a range of disjointed tasks; tasks involving a

number of individuals taking ad-hoc steps that can lead to the mismanagement of patient information.

Needless to say, faxing situations like this carry significant risks with regards to security breaches and subsequent penalties, many of which lie at the heart of complying with HIPAA/HITECH, including:

- maintaining constant security of all healthcare related fax transmissions
- the need to immediately remove faxes upon receipt, so PHI isn't in plain view (this immediacy also leaves very little room for error)
- leaving faxes with PHI accessible to unauthorized personnel, primarily because the fax machine isn't located in a secure area

KEY FEATURES

- Encryption of information at-rest and in-transit
- Immediate document deletion
- Tailored HIPAA viewer option

KEY BENEFITS

- 128-bit AES encryption with encryption keys rotated every 30 days
- Documents purged once faxes are transmitted
- Restricts OpenText support personnel from viewing PHI

Many healthcare organizations are dealing with these issues by placing all their fax machines in a locked room, with access given only to a limited number of personnel. This added layer of control needed to address such regulatory requirements is cumbersome, inconvenient and a hindrance to the spirit of "immediate document access" that fax is supposed to provide. A fax service aimed at routing PHI with a high level of security, particularly as it relates to HIPAA/HITECH, is extremely beneficial to healthcare customers looking to meet regulatory and operating challenges.

Through a robust provisioning process that occurs when onboarding customers to its secure platform, OpenText ensures that these customers can employ the proper protocols for HIPAA/HITECH compliant cloud fax transmissions. This platform also offers a number of configurations and security features that help protect the confidentiality of PHI.

The following protocols are available to OpenText Cloud Fax Services customers. They represent our efforts to help address HIPAA/HITECH requirements:

- **Encryption at Rest and In-transit (between you and OpenText):**
symmetric 128-bit AES encryption with encryption keys rotated every 30 days
- **Immediate Document Deletion:**
documents are purged as soon as a fax transmission is complete
- **No archiving** approach
- **HIPAA Viewer Option:** restricts OpenText Customer Support from viewing PHI content

In addition, OpenText Cloud Fax Services are audited by independent third parties on an annual basis, as well as by a number of our valued customers across various

industries. These audits allow you to benefit from the rigorous, up-to-date, systems security analysis and protocols that OpenText Cloud Fax Services are known for.

As the healthcare industry continues undergoing changes in regulations, technologies and procedures, OpenText Cloud Fax Services will continue to align its offering of integrated fax services with the necessary features and functionality to aid in protecting PHI pursuant to HIPAA/HITECH requirements. OpenText Cloud Fax Services' fully-redundant, highly sophisticated cloud fax network meets your needs by conforming to the confidentiality and security requirements for protecting healthcare information and avoiding compliance penalties.

OpenText Cloud Fax Services Products:

OpenText Fax2Mail:

OpenText Fax2Mail is a cloud email faxing service, giving you the ability to send and receive faxes directly from your email account – anytime, anywhere. Through an intuitive user interface, Fax2Mail eliminates fax servers, traditional fax machines and related infrastructure to reduce paper and transmission costs, improve process productivity as well as enable security, compliance and auditability.

OpenText Production Messaging:

OpenText Production Messaging accepts virtually any kind of client data from common business software applications, and formats that data into personalized, high volume fax messages according to your organization's business rules and recipients' output needs. It is a service that increases compliance with privacy and security regulations by automating workflows for tracking, auditing and archiving. ■

Hefty penalties await healthcare entities that ultimately find themselves unprepared to address HIPAA and HITECH compliance requirements, particularly those related to transmitting Protected Healthcare Information (PHI).

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