

OpenText™ Cloud Fax Services in Healthcare

Processing and exchanging healthcare and clinical information to improve the patient experience and drive compliance

Across the entire healthcare value chain, companies need to capture, process, and distribute information with optimum speed and efficiency. The answer is a cloud-based healthcare messaging and transaction solution powered by OpenText Cloud Fax Services. The 100 % hosted, on-demand fax services help eliminate slow, manual, error-prone paper handling processes, streamline workflows, enhance patient care, and drive compliance without having to purchase new technology or incur additional maintenance costs.

Today's healthcare organizations must work smarter than ever to deliver exceptional customer service while optimizing profitability. OpenText Cloud Fax Services improve the accuracy and speed of sending and receiving patient related information. Our automated electronic workflow solutions help you avoid delays and errors caused by manual document handling that can ripple through patient delivery processes and billing cycles.

To speed approvals and response times, healthcare providers are replacing their outdated in-house fax infrastructure with cloud-based messaging services from OpenText. OpenText™ Production Messaging automates the outbound clinical notification process to accelerate ongoing patient care and support services. The solution transparently searches, extracts, and processes requests based on the business rules established by the organization. An outbound fax is then generated to communicate the authorization outcome to the appropriate service providers – automatically. No more manual delays or data entry errors that impact patient care or billing.

Accelerated Clinical Trials

- Speed time-to-market
- Enhance security and compliance
- Protect patient privacy

FEATURES

- Fully hosted, on-demand services
- Converts patient information into electronic data
- Automates electronic workflow
- Routes data with industry standard security and auditability

BENEFITS

- Replace paper centric fax communications
- Reduce manual errors and delays
- Accelerate approvals and time to revenue
- Safeguard patient privacy and enhance compliance

Today's clinical research organizations require an automated messaging solution to replace their paper-centric fax communications—and improve the way patient-related data is processed. All types and phases of clinical trials demand rapid and accurate information exchange. The faster the clinical trial, the faster the potential time-to-market. However, processing clinical trial data manually is slow and error-prone—whether recruiting candidates, reporting results, or tracking adverse events.

OpenText™ Fax2Mail replaces existing fax infrastructures with a hosted service that lets organizations receive incoming clinical trial documents as electronic forms right at the desktop. OpenText™ Document Capture and Management (DCM) then extracts the key data needed, such as clinical notes, and delivers it into the appropriate business application systems.

OpenText™ Workflow Services route incoming documents – such as adverse reaction forms – to designated work queues based on unique business rules. Every form goes exactly where it's supposed to go. And it's all done with industry-standard security and auditability controls designed to help safeguard patient privacy and enhance compliance with government reporting and auditing requirements.

Superior Case Management and Discharge

- Manage continuity of care
- Speed policy in-process delivery
- Streamline the billing process

OpenText Cloud Fax Services help transition patients as efficiently as possible through different cycles of care to help maximize their well-being. Production Messaging automates the outbound transmission of patient discharge information securely and in a form easily accessible by receiving physicians and facilities. By eliminating the manual exchange of discharge information, delays and errors are reduced. Patients get rapid continuation of care and organizations get peace-of-mind and guaranteed delivery of information in a way that enhances compliance.

***One of the world's
largest pharmaceutical
companies achieved 68%
cost savings by replacing
their fax infrastructure
with OpenText Cloud
Fax Services.***

For healthcare professionals providing in-home care and policy underwriters requiring in-home physical exams, OpenText Cloud Fax Services automate the processing of patient information collected in the home. OpenText receives the information submitted by healthcare workers, extracts the data you need using its DCM service, and transparently delivers it into the back-end systems in the required format. The information is processed with speed and accuracy, accelerating approvals and time-to-revenue.

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