CASE STUDY

Healthcare Provider
SECURE FAX

Challenges

- HIPAA concerns with current legacy fax system including lack of encryption and human error.
- Lack of integration with Epic EMR (Electronic Medical Record) health system meant staff members had to manually sort, route, and process incoming faxes into the system, adding to workload and delays.
- Increasing costs of equipment maintenance for aging machines and increased supply costs.
- Loss/failed transmissions due to passing through multiple carriers over outdated protocols with no failover.

Telesystem
IT's About Trust

About the Customer

Our customer is a large healthcare provider in New York, operating a number of facilities in multiple counties including 7 hospitals, dozens of outpatient clinics, long-term care facilities, and home health care services.

Previous Solutions

The healthcare system previously relied on multiple voice carriers to provide the phone lines required to run their fax machines at all locations. Unhappy with their previous providers and juggling multiple invoices, they were looking to upgrade their network to solve these and additional outstanding challenges including HIPAA compliance concerns, increasing costs of maintenance, and loss of productivity due to manual Epic EMR (Electronic Medical Record) processing.

In an era where many communications are becoming digital, this health system, like most healthcare providers, continued to deal with thousands of faxes daily, which had to be manually sorted and typed into their EMR system, leading to delays in information availability, increased workload, and risks of sensitive patient information ending up in the wrong hands through mishandled paperwork or mistyped fax numbers.

Additionally, their IT team was dealing with outdated machines at many locations which meant frequent issues in sending and receiving faxes and an increase in maintenance costs, ontop of already rising supply costs.

Telesystem's Solution

With the goal of simplifying and securing the healthcare system's overall faxing process, Telesystem upgraded the network to dedicated circuits over their HIPAA and SOC2 type 2 compliant network, along with deploying PRIs and SIP Trunks at each location with auto failover of inbound traffic between them to improve the speed and quality of fax transmissions.

Telesystem's Secure Fax solution was then deployed to address a number of the providers concerns. Ontop of the improved reliability, moving their fax service to the cloud meant they were able to decommission their outdated fax equipment. Cloud-based faxing allowed them to eliminate many of their hard faxing costs — from ink and paper, analog fax lines, maintenance agreements, fax-server hardware, software licenses, employee training, IT trouble-shooting and the surprisingly high costs of rack space and electricity - leading to operational savings and improved productivity of their healthcare staff and IT team.

Telesystem's Secure Fax solution allows the hospital staff to receive faxes directly to their PC, tablet, smart phone and most importantly - their EMR system. The solution integrates cloud-based faxing capabilities into the Epic interface for a streamlined workflow; allowing users receive fax documents without leaving the patent's chart within their Epic platform. Not only is the process more convenient, it's also far more secure. Printed faxes are at risk of being easily lost, stolen, or accessed by unauthorized personnel, leading to data breaches and HIPAA violations.

Telesystem's Secure Fax solution is HITRUST CSF certified which is the "gold standard" for compliance framework in the healthcare information industry. Additionally, the solution ensures fully secure transmissions using TLS 1.2 protocols and powerful AES 256-bit encryption. It also easily creates full audit trails for all faxes sent and received - one of the several necessary conditions for HIPAA compliance that legacy fax infrastructure fails to address.

By upgrading the healthcare provider's network and implementing Secure Fax, Telesystem streamlined the facility's operations, helped secure patient data, improved troubleshooting capabilities, and greatly increased productivity for their staff.

Network Upgrade Diagram