



DATASHEET

RightFax® Healthcare Solutions

Protect Patient Confidentiality, Improve Efficiency and Reduce Costs with RightFax

OVERVIEW

Today, healthcare organizations are facing challenges on many fronts—desire for quality care on the part of patients and their physicians, and the need for cost control on the part of payers, including Health Maintenance Organizations (HMOs), Medicare and Medicaid—all weighing heavily on the industry. Combine these challenges with privacy concerns and heightened regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA), and the pressure is on healthcare organizations to improve internal workflow processes, deliver information more quickly and enhance communications efficiency—all while reducing costs and safeguarding information security.

FAX AND ELECTRONIC DOCUMENT DELIVERY PROVEN FOR HEALTHCARE ORGANIZATIONS

Captaris® RightFax provides reliable fax server and electronic document delivery capabilities proven to meet the industry's unique information delivery challenges as the organizations below illustrate.

RightFax Supports HIPAA Compliance and Improves Efficiency

RightFax has been instrumental in supporting compliance and improving efficiency for a large family of physician-directed, managed healthcare organization that services more than one million patients. Prior to implementing RightFax, staff manually handled hundreds of faxed customer claims, requests and other documents from its healthcare provider network daily. With some staff members receiving dozens—even more than 100—faxes per day, mailroom staff were spending hours delivering faxes to their designated recipients. These faxes, often urgent or confidential, required secure and fast handling to meet the HIPAA requirements. Today more than 130 staff members use RightFax to send and receive faxes from desktop, Microsoft Exchange and other business applications. As a result, this healthcare provider has:

- Enforced HIPAA security policies by centralizing faxing services and enabling staff to send and receive faxes confidentially from email and other business applications
- Reduced the time staff spend managing faxes by 30 percent
- Ensured compatibility and simplified administration by replacing stand-alone fax machines with a fax server that integrates with their existing IT infrastructure

"Desktop fax capabilities have been instrumental in helping us meet HIPAA guidelines. Faxes are delivered directly to the planned recipient's computer which has built-in security policies, so we avoided the costly process of analyzing and securing all the stand-alone fax machines."

RightFax Reduces Costs and Speeds Patient Records Processing

A large Midwest hospital group recognized as one of the nations Top 100 Health Systems uses RightFax to reduce costs and improve patient care. One of the challenges faced by the hospital group was processing paper-based patient records. Legal and health standards obligate physicians to review and sign patient records after each visit. To meet these standards the hospital group needed to process more than 23,000 faxed pages monthly. Prior to implementing RightFax and a document imaging package, the hospital needed staff on hand 24 hours a day to handle the volume. This paper and labor-intensive process was costly and time-consuming. To meet their records processing challenge, the group implemented an enterprise document imaging package with RightFax. The solution now electronically captures, indexes, stores and retrieves patient and operational information and uses RightFax electronically to distribute the patient charts. As a result the group has:

- Expedited processing patient records by allowing physicians to view, edit and electronically sign charts from any location, as long as they have an Internet connection
- Reduced costs by eliminating the supplies and reallocating the labor previously required to manually process high-volumes of patient records
- Improved security and supported HIPAA compliance by providing automatic fax tracking and enabling staff to send documents and receive confirmations at their desktops

"We were paying a few people to fax reports across three shifts—24 hours a day. With RightFax, we have the same number of employees, but they are able to focus on other job duties, and they only send faxes during one eight-hour shift. Overall, the system helps us save quite a bit on salary-related costs."

RIGHTFAX BENEFITS FOR HEALTHCARE

With RightFax organizations have an easy-to-use, easy-to-deploy and affordable way to leverage electronic document delivery to realize strategic benefits.

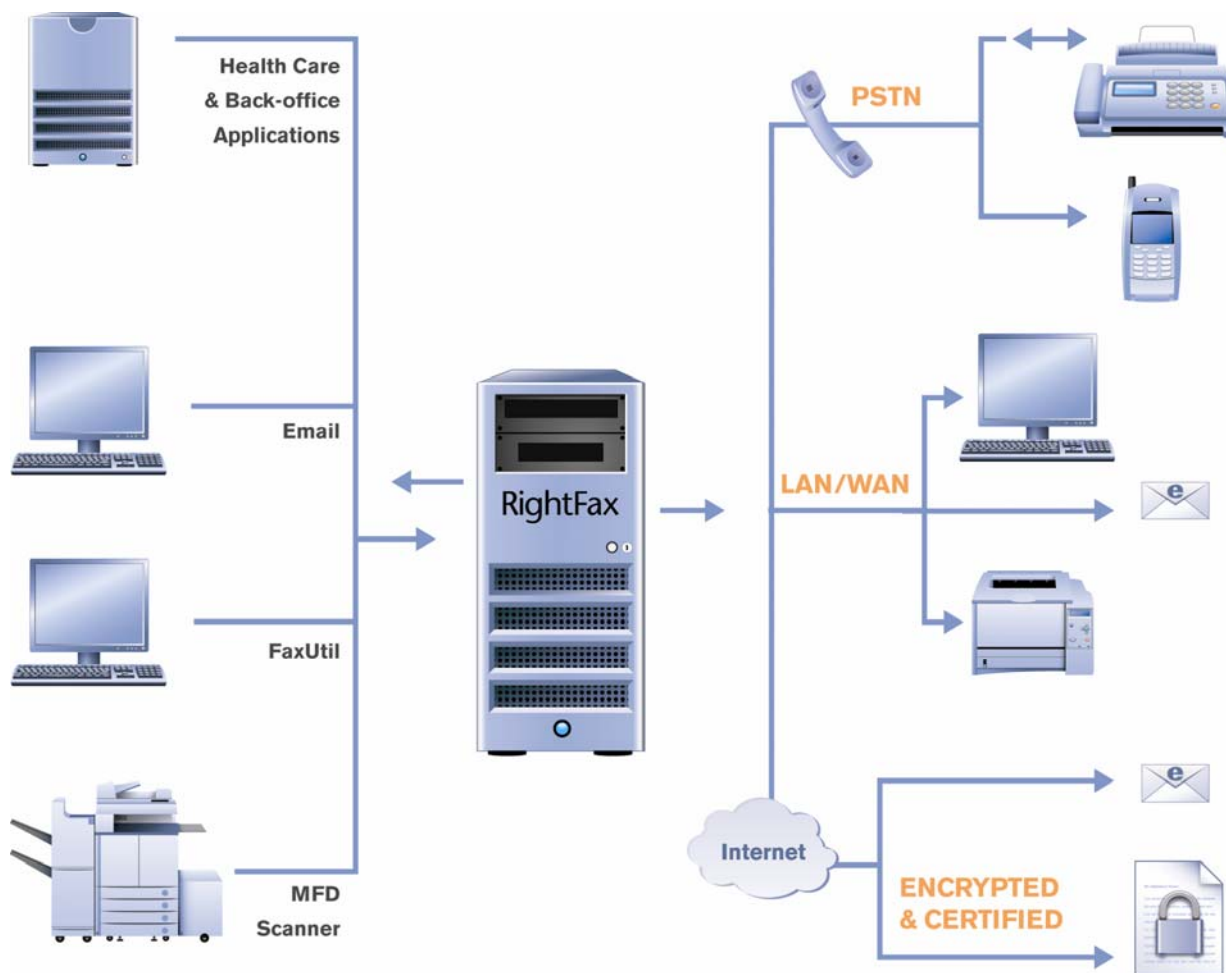
Benefits	Outcome
Electronically Send, Receive and Manage Vital Health Information	Automate delivery, receipt and tracking of personal health information including admittance documentation, physician orders, healthcare claims, payment and remittance advice, claim status, lab reports, prescriptions and more.
Improved Efficiency and Streamlined Business Processes	Extend existing applications with fax server and electronic document delivery capabilities to eliminate error-prone, time-consuming, repetitive manual routines that do not comply with HIPAA regulations and waste administrative time, resources and money.
Compliance with HIPAA Using Secure Document Delivery	Ensure confidential health information reaches its intended recipient with electronic document delivery notifications and options for encrypted and certified delivery.
Quick Return on Investment (ROI)	Reduce document delivery costs up to 90 percent by eliminating the preprinted forms, postage, labor and equipment costs associated with manual document delivery processes.
Enhanced Patient Service Levels	Enhance patient service levels, accelerate claims processing, medical handling and other management activities by providing instantaneous information delivery via fax, email, certified email, encrypted PDF or SMS.
Reduced Installation Time and Costs	Set up and configure RightFax with flexible technologies such as RightFax Facsimile Command Language (FCL) to decrease implementation time and expense.
Improved Reliability and Disaster Recovery	Take advantage of comprehensive backup, fault tolerances and archiving capabilities for reliable disaster recovery and 24x7 uptime.

KEY FEATURES

RightFax provides a central hub for the inbound and outbound delivery of vital personal health information. With RightFax, individual users and departments can send, receive, track and manage confidential information in a secure, reliable and electronic format directly from desktop and back-office applications.

<p>CENTRALIZED COMMUNICATIONS HUB</p>	<p>ENTERPRISE-WIDE FAX AND ELECTRONIC DOCUMENT DELIVERY</p>	<p>DOCUMENT SECURITY AND PRIVACY</p>
<p>Follow-through of communication process from initiation to confirmation of receipt Ensure delivery to the right recipient, improve workflow processes and eliminate paper-handling errors.</p> <p>Integrated with key applications Integrate RightFax easily with desktop, MFPs, imaging, document management, workflow and medical transaction systems using Application Program Interfaces (APIs) and technologies such as FCL.</p> <p>Directory and phonebook synchronization RightFax synchronizes to your confidential contact data on patients, employees and other healthcare contacts.</p> <p>Advanced administrative tools Regulate permissions, set up security, and manage RightFax Servers using centralized administrative tools.</p> <p>Foldering and auto-aging Manage faxes in folders, and automatically delete older documents to optimize efficiency and eliminate duplicity.</p>	<p>Enterprise-wide electronic document delivery Enable all departments or groups to electronically transmit and manage documents directly from enterprise software applications.</p> <p>Network-wide desktop faxing Allow authorized users to send, receive and manage communications right from the desktop.</p> <p>Email gateways Send, receive and manage faxes directly from email.</p> <p>Automated, unattended document delivery Automate document delivery from back-office applications to speed communications, streamline processes and cut costs.</p> <p>Fax broadcasting Broadcast fax, one fax to hundreds or thousands of recipients at once.</p> <p>Inbound routing Route documents to the correct recipient via a variety of methods including Direct Inward Dialing (DID), Dual-tone Multi-frequency (DTMF), Caller Service Identification (CSID), OCR and email.</p>	<p>Encrypted and certified delivery Maintain privacy and security with certified or encrypted email delivery options.</p> <p>Automatic fax distribution Provide systematic distribution of faxes to groups of users for fast, efficient and secure processing.</p> <p>Fax authorization system Enable managed review of confidential faxes prior to their release to send.</p> <p>Permission and delegate features Establish security controls to limit access to data and limit the number of people handling personal healthcare information.</p> <p>Windows security authorization Take advantage of your network's Windows security system by linking each RightFax user ID to a Windows user account.</p> <p>Customizable dialing rule Gain control of outbound faxing with sending rules and restrictions.</p> <p>"Do not dial" Avoid sending information to unauthorized and unsecured fax numbers.</p>
<p>DEPENDABLE TRANSMISSION, RECEIPT AND TRACKING</p>	<p>COST REDUCTION AND COST RECOVERY</p>	<p>RELIABILITY, SCALABILITY AND FAULT TOLERANCE</p>
<p>Immediate electronic delivery Provide timely, automated electronic delivery of personal health information and other essential documents.</p> <p>Secure delivery format Deliver image-based Tagged Image File (TIF) or PDF documents over secure Public Switch Telephone Network (PSTN).</p> <p>Fax archival Record all inbound and outbound fax transactions.</p> <p>Real-time status Provide real-time status to email, FaxUtil or back to the sending application.</p> <p>Notifications Receive customized notification options and verification of document transmission and receipt.</p> <p>Auto reply Monitor one or more RightFax mailboxes for inbound faxes, and provide fax replies to the sender.</p> <p>Reporting and tracking tools Log, record and provide audit trail of personal healthcare information with reporting tools.</p>	<p>Intelligent Least-cost Routing Route outbound faxes between servers on a Wide Area Network using the RightFax Enterprise Server to minimize long-distance telephone charges.</p> <p>Fax, email or Internet delivery Eliminate paper, postage, equipment and related supply costs with fax, email or Internet document delivery capabilities.</p> <p>Scheduled delivery Schedule or prioritize delivery to leverage off-peak phone rates or expedite orders.</p> <p>Billing codes and cost recovery Track and report fax activity using billing codes by recipient, department or group to recover costs.</p>	<p>Load-balancing Maximize system performance by directing the fax to the server with the most available lines.</p> <p>24x7 reliability Ensure continual uptime with proven and reliable RightFax technology.</p> <p>Open database Leverage Microsoft SQL Server for enterprise scalability, reliability, performance and interoperability.</p> <p>Automatic backup Conduct system backup without suspension of operations for maximum uptime.</p> <p>Adjustable bandwidth controls Adjust channels automatically to send, receive, or both, during peak intervals to control fax traffic volume on a group-wide basis.</p> <p>Scalable and expandable Start small and add servers, channels, modules and document delivery options.</p>

RIGHTFAX IN THE HEALTH SERVICES ENTERPRISE



Applications for RightFax within Healthcare Organizations

RightFax easily integrates with a variety of healthcare software packages as well as desktop, email, imaging, archiving, document management and mainframe applications to provide tightly integrated fax server and electronic document delivery solutions for the healthcare industry. Common applications for RightFax include:

- "Face Sheets"—admittance documentation
- Claim status
- Coordination of benefits
- Eligibility documentation
- Health plan premium payments
- Healthcare claims or "encounter" information and exceptions
- Invoices
- Lab and test results
- Payment and remittance advice
- Physician orders
- Plan enrollment and disenrollment documentation
- Prescription filing information
- Purchase orders
- Radiology reports
- Referral certifications and authorization
- Treatment plans

ABOUT RIGHTFAX

RightFax is the proven market leader in fax server and electronic document delivery solutions that integrate and automate the flow of a full range of fax, paper and electronic documents and data. RightFax seamlessly integrates with desktop, email, CRM, ERP, imaging, document management and other essential business applications to efficiently and securely send and receive any document from virtually any application within an enterprise via fax, email, print devices or the Internet. Using RightFax, medium to large enterprises worldwide can cut cost up to 90 percent by replacing and streamlining manual business processes, such as faxing and paper-based document distribution.

ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information, please visit www.Captaris.com.

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