



TOP FIVE

Taking the Pain Out of HIPAA Compliance

The Top Five Ways Fax and e-Document Delivery Can Assist With HIPAA Compliance

OVERVIEW

HIPAA regulations, combined with the need to provide quick, reliable and cost-effective communications are pressuring many healthcare organizations to look at new alternatives for sending, receiving and tracking confidential health information.

An important and easy-to-use tool that health care organizations such as Duke University Health System, Genesis Health Systems, Lexington Medical Center and Providence Health Systems use to address these challenges is RightFax enterprise fax server software. It helps organizations within the healthcare field comply with HIPAA regulations by providing secure and tamper-resistant delivery, receipt and tracking of confidential healthcare information. In addition, fax server software can dramatically enhance productivity and reduce costs while streamlining processes and improving the quality and timeliness of communicating with patients, providers and other health care organizations.

TOP FIVE WAYS RIGHTFAX HELPS WITH HIPAA COMPLIANCE

One: Restricts Access to Protected Health Information

Today, communicating lab results, prescriptions, insurance claims and other personal health information without the appropriate protection can be risky to health care organizations. With manual document handling procedures, hard copy documents can be misrouted or left out in the open for unauthorized view. With RightFax on the other hand, information is sent and received electronically and can be routed directly to the appropriate and authorized individual's fax or email box. This restricts information access and eliminates error-prone manual routines and paper documents that could be viewed by an unauthorized individual. As a result, healthcare organizations can better ensure that only approved individuals view protected health information.

Two: Provides a Centralized Communications Hub For Protected Health Information

RightFax offers a centralized server that is integrated with an organization's network to provide inbound and outbound fax and e-document delivery capabilities from desktop, CPOE, CPR, imaging, archiving and other back office applications. These integrated systems perform as a centralized hub for communicating personal health information to eliminate non-secure manual routines and streamline workflow processes to enable quick and accurate transactions.

Three: Secure and Encrypted Electronic Delivery of Protected Health Information

Traditional delivery methods (postage, manual fax, courier services) are vulnerable to breaches in information confidentiality and do not comply with HIPAA regulations. In addition, they are often unreliable and do not always provide guaranteed or confirmed delivery. RightFax can eliminate these potential security problems. With RightFax, confidential health information can be sent in real-time directly from any application to the intended recipient's fax or email inbox with notification of receipt. In addition, RightFax provides encrypted and certified email delivery options that require passwords to access information, as well as electronic verification of receipt. Such features help mitigate the risk of information falling into the wrong hands and help safeguard the confidentiality and integrity of the data.

Four: Tamper-resistant Information Transmission and Receipt

With RightFax inbound and outbound health information is sent, received as either a tamper-resistant PDF or TIFF and image over a secure PSTN and then stored on the server for tracking. This helps organizations assure that information is not tampered with during transmission or after receipt and that communications retain their original data integrity.

Five: Improved Health Information Tracking and Storage

RightFax processes inbound and outbound faxes and can be configured to store incoming and outgoing faxes electronically in a secured network storage device or database. Among other functions, it can also track fax history, provide verification of fax delivery, assign access passwords and route incoming faxes to individuals' fax or email Inboxes. This provides an electronic storage and audit trail for protected documents and restricts information access to help satisfy HIPAA tracking and storage requirements.

ABOUT RIGHTFAX

RightFax is the proven market leader in enterprise fax and e-document delivery, providing efficient and secure ways for health care organizations to send and receive documents from virtually any application via fax, email, print devices or over the Internet. With RightFax companies achieve significant cost reductions by integrating and automating the flow of a full range of fax, paper and electronic documents and data.

Easy to use and manage, RightFax helps companies streamline business processes, improve user productivity and enhance internal and external communications every day. That's why RightFax is the forerunner in enterprise fax and e-document delivery, with a market share nearly three times higher than the next leading vendor. Today, RightFax is installed in 93 of the Fortune 100 companies, and is the preferred fax and e-document delivery partner of world leading software companies such as IBM Lotus, Microsoft, Oracle, SAP and Xerox.

FOR MORE INFORMATION

Captaris is a leading provider of business information delivery solutions that integrate, process and automate the flow of messages, data and documents. Captaris produces a suite of proven products and services, in partnership with leading enterprise software companies, delivered through a global distribution network. Captaris has delivered nearly 50,000 systems worldwide, with 93 of the Fortune 100 using the company's award-winning products and services to reduce costs and increase the performance of critical business information investments. For more information please contact us at www.Captaris.com or call +1.520.320.7000.

©2003 Captaris. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. Captaris products RightFax, Teamplate and Infinite are trademarks of Captaris. All other company, brand, and product names are the property and/or trademarks of their respective companies. MC0010062