

Next level healthcare fax solutions

While often fraught with challenges, the fact that healthcare providers leverage fax technology to exchange critical information remains a way of life. Typical use of this technology falls along a four-phase spectrum that progresses from basic to advanced:

1. Paper-based fax transmission and receipt
2. Digital fax exchange
3. Healthcare-specific digital fax exchange
4. Healthcare-specific digital fax on an optimized exchange network

Phase 1 Paper-based fax transmission and receipt

This phase typically involves exchanging black and white, low resolution, paper-rendered fax information between machines over a phone line. While still in use today, more and more providers are leveraging the clear benefits of advancing their technology along the spectrum.

Phase 2 Digital fax exchange

Hospitals in this phase typically remove the paper-based component by leveraging the services of a digital fax provider. Healthcare is not the only industry that leverages fax technology and there are a number of industry-agnostic fax service providers. The problem is that generic providers often fail to take into account the complex workflows and integrations that are specific to healthcare. Solutions can be pieced together but may not fully accommodate budgets, timelines, functionality, and user satisfaction. In these scenarios, slow transmissions of low-resolution documents and network downtime can lead to high-risk situations that compromise patient care.

Phase 3 Healthcare-specific digital fax exchange

This is where Vyne Medical and our Trace® platform come into play.

- Trace provides a complete suite of tools to capture virtually all forms of communication including voice, fax and image files
- Trace integrates seamlessly with most major EHR and HIS platforms to quickly exchange information between systems and seamlessly index data to the patient record
- Available as a single-department or enterprise-wide solution, Trace can be customized to meet the unique workflows and data needs of each service area in your organization
- Trace is a healthcare-specific, centralized platform that has been shown to improve financial performance, service levels, team collaboration, and patient care
- Trace creates a more protected, centralized database that may be accessed remotely for employees working off-site

Phase 4 Healthcare-specific digital fax on an optimized exchange network

In this phase, clients derive all the benefits of the prior phase, along with the added advantages obtained through our partnership with etherFAX and its Secure Exchange Network (SEN). The SEN helps facilitate electronic responses to medical document requests with ultra-fast transmission speeds, advanced encryption, high-resolution images, and guaranteed delivery. The etherFAX solution assists with HIPAA and PCI DSS compliance to help ensure the protected exchange of health information*.

Why choose Trace as your fax solution?

It's clear that not all fax exchanges are created equal. Trace is designed specifically for healthcare providers and presents an easy-to-use solution to capture virtually any interaction, tying it to the patient record and making it accessible across the enterprise for more efficient scheduling, authorization, coordination, and reimbursement of care.

Trace vs. the average fax engine

Features	Trace	Other
Healthcare-specific, cloud-based faxing with patient-centric features including: text reminders, snooze, direct messaging, and confirmation of scheduled appointments	YES	NO
No busy signals	YES	NO
Worklist-driven, customizable workflows and reporting capabilities	YES	NO
Image capture capabilities	YES	NO
Fax assignments to users or groups	YES	NO
Productivity dashboards with quality assurance scoring tools	YES	NO
Subscription packages based on usage – only pay for faxes you send and receive	YES	NO
Connection to existing fax machines to assist in the elimination of phone lines	YES	NO
Resume function – will not resend pages that were previously delivered	YES	NO
Real-time call rejection for disabled Direct Inward Dial (DID) numbers	YES	NO
Technical specifications	Trace	Other
Indexes to the patient record through EHR integration	YES	NO
Efficient search functionality with Optical Character Recognition (OCR)	YES	YES
Central repository stores commonly used forms	YES	NO
Retention of existing fax engine integrations and interfaces with the added benefits of cloud-based fax exchanges	YES	NO
Real-time encrypted communications between various fax servers, applications and fax machines	YES	NO
Unique and programmable inbound CSID presented to caller	YES	NO
Multiple data centers that hold PCI-DSS Level 1 and HITRUST certifications	YES	NO

For more information, contact a Vyne Medical sales representative today.
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*etherFAX, LLC representations of etherFax and SEN product “functionality” and security is “their own”. Customers should undertake independent “evaluation” related to etherFAX statements relating to SOC 2, HIPAA, PCI-DSS and ECIES compliance.

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