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Easing HIPAA compliance with OpenText XM Fax

Reduce HIPAA compliance risks while speeding workflows and dropping costs

- Increased **Privacy Assurance**
- Greater **Accountability**
- Reliable **Robust Architecture**
- Convenient **Enterprise Integrations**

Healthcare and health insurance providers are document driven. Millions of patient case histories, standardized forms, agreements, legal documents, and more are handled by healthcare and insurance providers every day. However, security breaches are a major risk. The federal HIPAA legislation has teeth: civil penalties for privacy breaches can extend to $25,000, and criminal penalties for misuse of information can reach as high as $250,000 and a 10-year prison term.

Clearly, organizations must take action to review their internal information processes and procedures, if for no other reason than to reduce their exposure to legal liability.

As document chains get longer and more complex, the potential for all or part of a confidential record to be accidentally disclosed increases. Even with sophisticated electronic forms, databases and document imaging systems in place, most healthcare and insurance providers rely on paper for lowest-common-denominator compatibility between organizations, and for the legal standing of signatures on paper. Unfortunately, conventional fax machines are outdated technology that bring unnecessary expenses, breakdowns, and compliance risks with them. Organizations need a better answer that delivers the communication benefits without the machines.

OpenText™ XM Fax™ is the right secure communications tool for the job—designed from the ground up to facilitate HIPAA compliance while offering a range of additional benefits that speed workflows and reduce costs.

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XM Fax is a revolutionary board-less IP fax server that uses Voice over IP (VoIP) networks to deliver fax services economically and efficiently to your entire organization, with little or no end-user training required. The solution integrates with leading EMR/EHR solutions (Epic, Allscripts, NextGen) and MFPs to simplify information transfer and reception. It can double the ROI of your VoIP infrastructure by intelligently reusing gateways for faxing, and by using Least Cost Routing (LCR) to reduce your fax-related long-distance costs to virtually zero.

Facilitating HIPAA Compliance
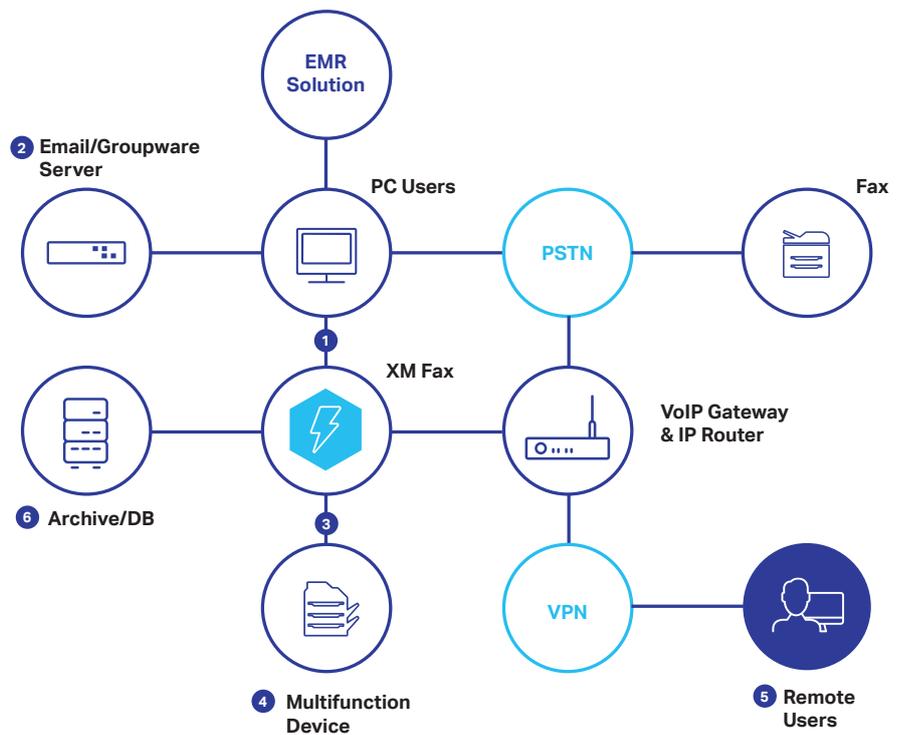
Privacy assurance features

1. Faxes are sent directly from desktop PCs

2. Faxes are received / routed securely via email

3. Outbound Call Restriction via the Phone Number Restriction table

4. Multifunction printer in a secure area for scanning paper documents and printing

5. Secure VPN or WAN for routing to remote offices and business partners, using Least Cost Routing (LCR)

Accountability features

6. Call Detail Records / SQL Detail Records

7. Billing Code Support (not shown)

8. Crystal Reports Tools (not shown)

9. Fax Auto Archiving (not shown)

Robust architecture

- Built-in clustering

- Modular, redundant design

- Scales to 300 fax channels per XM Fax server

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Enterprise integrations

- Administration automation through scripting

- Exportable transaction logs

- Business application/process integration using XML

- EMR/EHR integrations for Epic, Allscripts, and NextGen

- MFP connectors/apps for Xerox, Sharp, Ricoh, HP, Lexmark, Toshiba, and eCopy ShareScan devices

Harnessing the power of a proprietary T.38 stack, XM Fax is the leading software-only enterprise Fax over IP solution. Eliminating fax boards and other hardware dramatically improves reliability while further reducing costs. Available as on-premises, hybrid, and cloud deployments, XM Fax deploys easily to simplify document communications without extensive retraining or putting regulatory compliance in peril.

Email server support	IP PBX support	VOIP gateway support
• Microsoft Exchange	• Alcatel	• Cisco
• Microsoft Exchange Online	• Avaya	• Avaya
• IBM Domino	• Cisco	• AudioCodes
• Any SMTP mail server		• Dialogic

- ISO/IEC 27001:2013 and PCI DSS Certified Cloud Hosting
- OpenText Professional Services
- XM Fax Training Programs

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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