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Solution overview

OpenText MedNX

A single, secure platform enabling receipt and delivery of clinical laboratory reports across multiple endpoints

Simplifies document distribution by enabling point to point connectivity across multiple distribution formats

Increases visibility with comprehensive reports tracking the state of the receiving devices in the field

Reduces costs by leveraging existing technology and eliminating on-site distribution infrastructure

Secure and compliant distribution of clinical laboratory reports is mission-critical for laboratories. Timeliness of delivery is paramount as patients await test results. Distribution bottlenecks and lack of delivery visibility are also ongoing concerns. Report distribution represents a significant cost and is a source of operational headaches as laboratories must connect to the multiple applications and devices their clients use.

OpenText™ MedNX is a fully hosted and managed, cloud-based data exchange platform used by hundreds of laboratories to collaborate with their customers. It provides a simple, standards-compliant interface, flexible connectivity options and automatic format conversion. It accommodates a variety of endpoint devices and applications residing in remote locations (e.g. physician offices).

On a single platform, MedNX transmits laboratory documents and test results independent of the remote device, printer, application, connectivity or file format used by clients. Laboratory staff do not need to know the technical capabilities to the receiving site. They simply send the file via the cloud and it is automatically transmitted in a way that the receiver can accept. Using the cloud also eliminates local report distribution infrastructure costs. And, with comprehensive reporting, labs always have complete visibility of the distribution process.

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Secure, compliant data distribution

MedNX provides a secure means for PHI document exchange by enabling document delivery across multiple distribution platforms and endpoint devices. It delivers structured messages, such as CCD, C32 and HL7, along with unstructured messages (i.e., fax files, printed reports or PDFs) from disparate health information systems over a secure exchange network. And, as it enables point to point connectivity across multiple distribution formats, lab reports are distributed without workflow disruption.

MedNX uses sophisticated technologies to keep patient data secure. With no exceptions, all patient data travels over highly secure, encrypted channels. Unlike typical systems that generate and share encryption keys on a regular basis, MedNX uses a different encryption key for every single document processed, for every recipient and for every sender. Its advanced encryption technology ensures that only the intended recipient can see patient information. No unencrypted data is available anywhere in the system and all tracking information presented for operational or troubleshooting purposes is carefully redacted where required.

Labs and hospitals   opentext™ | MedNX™   **EMR, portal, fax, printer**

Access control

MedNX provides configurable levels of access control—ranging from end-user client, to the sender, to OpenText administrators. MedNX is also capable of interfacing with the sender's access management systems (Active Directory, LDAP, etc.) so that the sender's access policies may be respected.

Visible distribution process

Laboratory staff have full visibility into the entire distribution process, combined with proactive monitoring of devices in the field, delivered in a HIPAA compliant environment. They benefit from tracking of document delivery and information regarding the disposition of remote devices. The tracking information that results from each document delivery is visible to authorized persons via the system web portal, as well as archived for long-term storage. Upon request, OpenText can provide "proof of delivery," "proof of print" and all records pertaining to delivery events to their equipment.

Laboratories can create their own distribution schedules, delivery routes and request reprints—all reducing support and maintenance efforts. OpenText customers experience a significant improvement in delivery times, while reducing failed delivery attempts.

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Feature	Description
Provisioning and client connectivity	• Rapid provisioning and client enrollment using flexible software and hardware connectivity options • Patented software-based VPN provides rapid connectivity at much lower costs versus hardware options • Cloud-based managed VPN platform deployments and ongoing support take the burden off IT teams
Customer portal	• Detailed delivery details for all documents submitted—received, delivered, printed for full visibility

Administration portal	• Flexible, customer driven delivery options
	• Configurable delivery systems provide for dual-delivery options, locations, times and back-up delivery options.
	• Users can configure:
	  • How they want documents delivered e.g. print, fax, PDF, HL7
	  • Where they want documents delivered e.g. network printer-Tray 2, EPIC EMR, etc.
	  • When they want documents delivered

Document handling	• Documents are delivered based on customer technology and preferences
	• Files are converted and rendered based on endpoint capability validation Formats managed include:
	  • PDF, PCL, PostScript, TIFF
	  • Raw ASCII or binary
	  • XML, Base64 encoded files
	  • HL7 (versions 2 and 3)
	  • CCD, CDA, CCR
	  • X12

Cloud infrastructure	• Network performance is ensured with controls to preserve confidentiality, availability and integrity of data • Proactive monitoring is performed for operational excellence • Services include managed redundant firewalls, routers and switches • Applications run on a private network segment and do not share local network traffic • OpenText maintains physical and network security for secure and reliable exchange of critical business data

LIS integration	• Several connectivity options allow for easy integration with any application generating documents
	  • Bi-directional interfaces—data exchange using the HL7 standard, IBM MQ, Database API, MedNX Web Services API. With this model, documents are submitted to MedNX and delivery information is returned
	  • Uni-directional interfaces (document submission only): When bi-directional communication is not required, OpenText offers several flexible document submission options, where documents are submitted to MedNX and delivery information is available in the MedNX Customer Portal

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Reduced operational costs

As a fully managed service, MedNX provides the ability to upgrade operations to the latest technology. Laboratories can retire old analog phone lines, leverage internet-based printing, use printers already in their customer's office and remove the expense and maintenance of dedicated printers and consumables. It will meet report distribution needs for years to come by providing the ability to accommodate workflow changes as customer needs change.

MedNX provides a common unified method of transmitting laboratory test results independent of the remote device, printer, application, connectivity or file format. It simplifies data distribution by allowing clinical laboratories to receive data files and deliver reports in virtually any format and across multiple distribution formats.

Since MedNX manages all connectivity and data formats, laboratories can distribute reports to their customers without any workflow disruption. Laboratories also benefit from complete visibility into the status of distributed reports. And, laboratories can reduce overall costs by leveraging existing customer technology and eliminating on-site distribution infrastructure such as dedicated fax lines or modems.

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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