RelixFax® | for Healthcare

Softlinx' ReplixFax for Healthcare meets the needs of today's healthcare providers for document security and HIPAA compliance with market-proven system reliability and performance.

All systems running at a health provider organization must meet the new HIPAA regulations and pass HIPAA risk and audit tests according to the rules published by the Office of the National Coordinator for Health Information Technology (ONC). When selecting IT components for your system, it is important to understand how each component fits into your HIPAA compliance strategy in today's connected world of healthcare. Fax messaging is an important communication channel to transmit patient health information between providers. Therefore, a fax messaging component you select must meet HIPAA privacy and security requirements.

HIPAA and Faxing

The primary objective of HIPAA is that healthcare organizations have the infrastructure and procedures – administrative, technical and physical – that allow them to safeguard patient health information from any kind of exposure or disclosure to unauthorized parties when this information is required to be transmitted or delivered to authorized individuals.

HIPAA does not prohibit the use of fax machines to communicate PHI; however the information is subject to strict regulations that protect the privacy and security of the information both at the point of dispatch, during transit and at the point of delivery.

The security provisions of HIPAA require "reasonable" efforts to make sure that the information delivery via fax has been sent securely and was received securely and by the person intended.

HIPAA makes a number of demands to ensure that patient health information is properly protected.

Problems with Traditional Faxing Method

Although HIPAA does not prohibit patient health information from being faxed to authorized recipients, manual faxing is fraught with security issues that would certainly prevent health organizations from being compliant with HIPAA strict requirements.

With manual faxing, there are a number of risks:
• Fax machines may not be located in a secure area and access to faxes may not be restricted to authorized personnel only.
• Senders are required to wait by the fax machine until the transmission is completed, waiting for the transmission report, collect it and file. They also

have to call the recipient to ensure that it has been received completely and as intended. This takes up precious time for the healthcare professional.
• Incoming faxes need to be removed immediately from the output tray and distributed to the recipient to reduce the chance of an inappropriate use or disclosure.
• The information in hard copy must be filed securely.
• Transmission may not always be secure and reliable (especially in areas with basic telecommunication infrastructure).
• In the spirit of HIPAA, which aims to create more effective health organization practices, manual faxing is expensive – requiring multiple communications lines, hardware, maintenance costs and material (paper and toner).

ReplixFax for Healthcare is the Solution

ReplixFax for Healthcare solution addresses the HIPAA requirements for security, backup, audit, access control and encryption by safeguarding information security and supporting audit trail for compliance. Additionally, ReplixFax for Healthcare provides centralized control and administration of fax communication across the entire organization as well as monitoring capabilities for fast troubleshooting and improved service.

ReplixFax makes sending and receiving faxes an efficient, simple and cost effective process. The problems with manual faxing are immediately resolved; but more importantly ReplixFax allows users to send and receive faxes directly from their email client or mobile devices, or integrate with their healthcare software applications to automate fax messaging completely in a user transparent manner – totally eliminating the need for a manual fax machine.

Since faxes are sent and received via email and authentication on the email client is required to access the faxes or a login to the fax server to retrieve the fax, there is no concern that the patient health information will be sent to a wrong recipient or that someone else can retrieve the information without authorization.
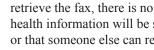
For additional security, healthcare organizations can use a health records application that bypasses the email client if there are concerns. To ensure that only the person that the fax was intended for actually sees the fax, ReplixFax can automatically route incoming faxes to the user's mailbox or to a particular printer based on a DID/DDI/DTMF number or on the line on which the fax was received. Faxes can also be forwarded to a public folder or directly stored in a record management system such as Oracle WebCenter Content or assigned to a network printer per installed fax port. This means that the fax goes through no other hands.

ReplixFax HIPAA Compliance - Security

• Reduce instances of incorrect fax number selection by optionally integrating with existing user directories such as Active Directory, LDAP, Microsoft Exchange and IBM Domino Personal Address Book.
• Users must sign on to password protected account to access the system. Passwords are provisioned and encrypted by the system.
• Electronic fax information and files are encrypted using 256-bit encryption and stored in a centralized, secure location.
• Reduce chance of unauthorized usage with automatic notification of a sent fax to the sender.
• Faxes sent to recipient's email inbox as embedded link to provide additional security.
• Centralized control of the fax user groups and individuals allows for easy control over access and use of the application.

ReplixFax HIPAA Compliance - Integration

• Backend
    - Easily integrates with existing medical software systems via web services API.
    - All web services API communication is secure and uses SSL.
    - The web services API supports sending faxes, retrieving faxes as well as administrative tasks.
• Client
    - Faxes can be submitted via secure email or web with secure connection.
    - The ReplixFax Windows desktop or web client can be integrated with existing systems to allow users to send and retrieve faxes.

ReplixFax HIPAA Compliance - Auditing

• The system maintains system logs for all inquiries, adds, retrievals and deletions of all fax images.
• User activity is logged and can be retrieved via the API or though administrative tools.
• Detailed information for each sent or received fax is captured and logged.
• ReplixFax for Healthcare includes a method for disposing electronic health information based on specified criteria.

Advanced Fax Server Features

Softlinx' ReplixFax system has been the choice of mission critical business faxing for many Global 2000 organizations worldwide. The market proven system supports advanced fax server features such as:
• Fax over IP (FoIP) via both software only and fax board based solutions
• Server clustering for high availability and uninterrupted service level
• Server virtualization for better system utilization and greater efficiency
• Comprehensive APIs for application integration
• Multi-vendor platform support

Choice of Cloud-based Fax Service or On-premise License Options

Softlinx' ReplixFax for Healthcare solution offers flexible deployment options to its clients via a cloud-based hosted fax service or an on-premise software license. For hosted fax service, server systems, fax images and databases are stored in secure locations such as in a SSAE16 SOC type II compliance data center to ensure that all patient information is secure at all times – prior to, during and after transmission.

Contact Us

For more information on ReplixFax for Healthcare, contact Tactical Digital Corp. at 1-888-821-0845 or visit our website at http://www.tacdig.com/suppliers/softlinx.com.

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