

## Healthcare Solutions

The healthcare industry has relied on fax communications to send and receive confidential forms such as lab test results, contracts and disclosures between medical staff and patients. With the advancement of fax communications, transitioning to a more efficient fax solution has become increasingly vital to healthcare organizations. Concord Fax Online enables healthcare facilities to reduce cost and increase productivity while meeting compliance goals with government mandated regulations such as the Health Insurance Portability and Accountability Act (HIPAA).



Concord's internet based fax solutions enable medical facilities to easily deploy a robust and redundant fax solution enabling users to send and receive faxes wherever e-mail can be accessed. This enables medical staff to effectively and securely transfer medical documents in an efficient manner, independent of locations and time zones. Together with our partners, Concord offers unique routing solutions for received faxes based on decades of fax experience with medical facilities.

State of the art routing simplifies fax processes, eliminates busy signals, provides a comprehensive and scalable fax management system using your existing internet and email infrastructure with no hardware or capital investment required. Seamless integration with your existing email makes the Concord solution easy to learn, easy to deploy and easy to use. Concord provides redundancy and security features that ensure that all faxes are sent/received, with fail-safe retrieval of faxes from multiple locations and at any time of the day.

### KEY BENEFITS

- Reduces administrative cost and overhead
- Integrates seamlessly with existing applications
- Supports all healthcare providers in their HIPAA initiatives
- Reliable uptime for all inbound and outbound communications
- Unparalleled reliability and uptime
- Supports pandemic planning capabilities

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### WHY SWITCH TO CONCORD?

Operating fax servers is a surprisingly expensive undertaking. Service contracts, upgrades and the cost of telephone lines make conventional fax server solutions significantly less economical than Concord's fax service.

But more important than just the cost savings are the security and disaster recovery benefits of using Concord. Medical facilities receive the same features and functionality they have come to enjoy using fax servers; but Concord provides so much more at a fraction of the operating cost:

- Never busy inbound fax numbers. Your fax numbers are always ready to receive faxes. No matter if you are receiving one or fifty faxes at the same time.
- True geographically redundant data centers. Your faxes are still flowing even in the case of a regional disaster such as power outages, hurricanes, earthquakes etc.
- Support for inbound fax numbers in many locations. Unlike with conventional fax servers where the inbound fax numbers are tied to the location of the fax server, Concord allows you to have fax numbers in as many area codes as you want. So if you have medical professionals in multiple locations, they can each have fax numbers that are local to them. Even international fax numbers are available.
- Virtually unlimited capacity. Fax Servers are designed to meet the needs of average usage patterns. But what happens when an urgent fax needs to get out during unusually busy times? Concord provides you with fax capacity whenever you need it; always.

### NETWORK SECURITY

Concord provides a variety of security features that enable secure and confidential data transmission between the healthcare facilities' IT infrastructure and the secured Concord data centers

- Concord provides VPN security through Cisco equipment
- Default support for TLS (transport layer security)
- HTTPs (SSL) for account administration
- Configurable Domain restrictions
- Administrator and User security Levels

*"Concord Fax Online solutions is saving us 60% over our previous process. I am very happy with the service they provide. From an IT perspective, it's really easy to support."*

**Lorraine Spencer, IT Manager:**  
Johns Hopkins University, OCME



*Contact your Concord Account Manager today to learn how Concord can help you save money and improve operations.*