

Case Study

**Top 50 US
Hospital
integrates
cloud fax with
existing systems
to accelerate
patient services.**



INDUSTRY
Healthcare

COMPANY
US Top 50 Hospital

This top 50 US-based hospital

partnered with Upland InterFAX to upgrade to a fully compliant, secure cloud fax infrastructure that could scale to their needs. The hospital wanted a reliable solution fast, and InterFAX seamlessly integrated with their existing on-premise systems using an API. With a hybrid fax solution in place, this healthcare provider continues to refine protocols, provide superior patient care, and will transition to full cloud fax.



What's the best way to eliminate headaches and service delays related to legacy on-premise fax limitations?

The Challenge

For any healthcare provider, ensuring fast and timely patient care is top priority. But ensuring top-notch care goes beyond specialties and diagnoses. When an organization is entrusted not only with health and wellness, but keeping critically sensitive information secure, finding the right technology to cover all the bases is key.

Time was of the essence. This top 50 US-based hospital no longer had a fax solution in place that could ensure fast communications, HIPAA-compliant data exchange, and scale to meet the quickly-growing demands of an expanding patient base. Fax volumes were exceeding their current capabilities, and they needed a reliable, secure, and trusted solution to ensure that patients received the care they needed as quickly as possible.

- Running on an older version of on-premise fax, and their current fax volumes were exceeding the capabilities of the technology
- Patient communications were being delayed due to transmission issues and technology that was no longer sufficient
- Needed a reliable, integration-ready fax solution fast to get back on track with minimal disruption, while ensuring the ability for future growth



Upland InterFAX delivered integration-ready, endlessly scalable, and secure cloud fax.

The Solution

After assessing their needs with InterFAX's implementation team, the decision was made to update from fully on-premise fax to a hybrid fax infrastructure that employed existing fax numbers. This hybrid approach utilized Upland's flexible Developer API to easily integrate with the hospital's existing systems, which resulted in no service disruptions to consolidate fax traffic to an IT-controlled infrastructure.

InterFAX's cloud fax solution also worked seamlessly with this hospital's existing on-premise systems. Now users can quickly infuse documents into the system, then automatically queue for routing to existing workflows and recipients while OCR technology disseminates key data points

such as customer name, patient/account number, prescription, or referral provider to safely get patient data and documents to the right place.

- Fax transmissions are fully HIPAA, PCI DSS, and ISO 27001 compliant to safeguard patient information and ePHI
- Integrated with on-premise systems via API to keep processes in place with no service disruptions
- Automatically retained existing integrations with devices and applications with no loss of functionality

Business Impacts

- Successfully running high-volume medical transmissions with critical delivery windows
- Instantly added 5 million faxes to current output
- Plans for future growth to transition current hybrid infrastructure to 100% cloud fax
- Automatic tracking for every step of a fax's workflow, creating a reliable, HIPAA-compliant audit trail
- Faster services and communications improved patient satisfaction and outcomes

Upland InterFAX empowers users to cost-effectively fax at volume to anywhere in the world quickly, reliably, and securely from a web interface with no installations needed. With InterFAX, users can choose their pricing package and customize services to their needs using an integrated faxing developer API.



For more information visit: uplandsoftware.com/interfax

