

Industry
Healthcare

Solutions Implemented
Reform Enterprise
Modular Object Scanning Technology
Captaris RightFAX

Processes Automated
Fax



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Major Hospital Uses FabSoft's Modular Object Scanning Technology & Captaris RightFAX

MFPs are transformed into an enterprise fax system

The Challenges

A major hospital located in the southwest faxes tremendous amounts of documents on a daily basis. Documents are faxed by various individuals throughout the facility such as physicians, nurses, administrative personnel, etc. Previously, this hospital was faxing these forms using standalone fax machines, which became problematic. Manually faxing such a high volume of documents was tedious and time consuming since employees would have to wait for transmissions to complete. Employees could not even tell whether faxes were delivered successfully because status notifications were not provided. Additionally, confidential patient paperwork was being left by fax machines, accessible to anyone. In such a critical environment, document management should be as reliable, secure and efficient as possible so that time can be spent on more pressing matters. This hospital looked to FabSoft and Captaris to provide that solution.

The Solution

The first step that the hospital had to take in order to improve their processes was to eliminate their standalone fax machines. These fax machines were not suitable to handle the faxing needs of such a large facility. They replaced them with ninety-two Ricoh MP C4500 MFPs. They chose these MFPs because it integrates copy, print, scan and fax functionality on one device. Another reason for choosing these devices was FabSoft's Modular Object Scanning Technology solution, which is exclusive to Ricoh MFPs.

Modular Object Scanning Technology allows users to specify document distribution right from the MFP display screen, so paperwork can be routed with convenience and ease. In order to ensure efficient management of such a high volume of faxes, FabSoft's solution was combined with Captaris RightFAX, a proven market leader in reliable fax software and solutions. The combination transformed the hospitals' MFPs into a powerful and robust enterprise fax system. With this solution, the user walks up to the MFP and logs into FabSoft's Modular Object Scanning Technology at the display screen. They are presented with a tab for configuring distribution to Captaris RightFAX. From the tab, they can search through and select contacts stored in the RightFAX fax book, or they can enter in the fax number manually. Cover pages, subjects and additional notes can also be specified from the screen. Once the user is finished entering the information, the document is scanned and a preview of the scan job appears on the screen. Being able to preview the document gives the user the opportunity to ensure that pages are not missing or misaligned and scan quality is acceptable. If needed, pages of the document can be moved, rotated, added or deleted. The scanned document is then automatically routed to the needed recipients according the information that was entered at the MFP. If the user wants to view the status of the fax, they simply navigate to the Status tab on the MFP screen where they can view all of the jobs and their current status.

Another function available at the MFP is the ability to add new contacts to the Captaris RightFAX fax book. Enter the contact's information and even assign them to a specific group and they will be automatically added to the RightFAX fax book. Additionally, Modular Object Scanning Technology has a Designer that allows drag and drop customization of the appearance of the MFP screen. With this design flexibility, screens can be customized according to specific document activities and workflow. For this hospital, the fax options available differ according to the MFP. For example, the MFP located in the Patient Registration area has a completely different faxbook than the MFP near the Nursing stations. Modular Object Scanning Technology is extremely easy to manage since it is centrally administered. When changes or updates need to be made, they are implemented on all of the 92 machines without having to walk up to any of them. If there are problems with any of the MFPs, they can be switched out and running within minutes.

The FabSoft and Captaris solution provided the hospital with all of the features they needed in order to improve efficiency, reliability and security. With the enhancements that have been made, the hospital is able to process documents with confidence and speed so focus can be on what's most important, patient care.

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Benefits

- MFPs are transformed into an enterprise fax system with "walk up" convenience, so employees can scan and fax in a matter of seconds
- With Captaris Right FAX, faxes are sent at a much faster rate than with standalone fax machines, so time is no longer wasted waiting for transmissions to complete
- Fax status can be viewed right from the MFP screen so users can confirm the delivery of important faxes
- Scanned documents can be previewed before they are faxed in order to verify quality
- Search through and select contacts stored in Captaris RightFAX fax books and add contacts right from the MFP screen
- Changes and updates are automatically made to all machines without having to walk up to each one