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Smart Messaging. Smart Business.

CASE STUDY | HEALTHCARE



Health care professionals save valuable time and money by utilizing Venali Internet Fax

With Venali and Advanced Clinical Solutions, Arete got rid of paper charts for easier HIPAA compliance

THE COMPANY

Arete is a team of healthcare professionals—including Board Certified Physicians and Nurse Practitioners—working together to provide health care services for seniors in their homes. Arete's team approach allows seniors to benefit from medical services, as well as the care from medical specialists without hassle, confusion, or the duplication of services.

Their goal is to promote independence and quality of life through the management of senior health conditions in the home by providing seniors with the highest quality medical services in the comfort and safety of their own homes, while maximizing seniors' independence by managing their acute and chronic medical illnesses.

THE CHALLENGE

Arete was finding that the large number of faxes coming in were often too much to handle. The faxed papers needed to be sorted, reviewed, and then sent to the providing physician so therefore, Arete had to purchase fax machines for all their providers. This was a problem for not only Arete, but the doctors as well. The doctors would be obligated to go home and sort through various faxes that had been sent throughout the day. After those faxes were reviewed, they still needed to be filed into the patients chart. At the end of the day, the physicians were still working to organize their documents.

BENEFITS

- Completely eliminates the costs of and need for fax hardware, lines and maintenance
- No changes to existing infrastructure required
- A single global IP-based fax solution is easy to deploy and implement for multiple locations and platforms, company-wide
- Infinitely scalable without any additional hardware or software
- Company confidentiality is enhanced with secure delivery, ensuring that only intended recipients receive and view message content
- A selection of local or toll-free fax numbers are available to accommodate existing company numbers and eliminate disruption of service
- Venali Network Operations Center (NOC) is staffed 24/7 to ensure successful transmission of documents
- Venali Account Management Center provides real-time fax reporting and administration online

THE VENALI SOLUTION

Partnering with Venali, Advanced Clinical Solutions had the perfect fix for Arete's faxing problems. They created a solution called Document Manager which takes faxes through the Venali API interface and downloads them to the hosting site automatically. Then they are attached to patient's record and reviewed through Document Manager. Along with the Document Manager is the Document Viewer

which allows providers to view necessary information in a timely manner to help with clinical decision making.

This solution proved to be time and cost efficient, as the company no longer had to pay the fees associated with a traditional fax server. They liked the speed at which they could view faxes throughout the day, with the knowledge there would be no filing or loose papers involved in the process.

The doctors benefited greatly from being able to access a patient's record online. There was no more searching for paper charts – they could pull up the record anytime of the day which also allowed them to effortlessly remain HIPAA compliant.

PROFILE | ARETÉ INC.

Industry: Healthcare

Needs: Internet Fax Desktop Solution

Company URL: www.aretemedicalservices.com

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