

## Case Study – Health

 **Beavercreek**  
Family Care Associates

**“I am a physician and rely on MyFax when I am away from the office for meetings or on vacation to keep my patient correspondence current. My staff needs to fax me reports and letters, I review and comment on them and fax them back. That way, staff can contact the patient and file documents to their charts while I am out of the office and the health care of the patient is uninterrupted.”**

**Dr. Joseph Dudash**  
Beavercreek Family Care  
Associates

Healthcare professionals need a dependable, mobile and secure faxing solution due to the time sensitivity of their industry. Policy applications, claims, doctor appointments, lab results, and general health information transfer are all time-sensitive in nature. Health organizations need a reliable way to exchange this information through faxing. Delayed or lost faxes can negatively impact a patient’s health and welfare.

### The Customer

Beavercreek Family Care Associates is a family healthcare facility located in Beavercreek, Ohio, USA. Specializing in family practice, this business group of three family medical practice physicians has been in operation since 1986.

### The Challenge

Fax is a tool commonly used by both the office staff and the physicians at Beavercreek. Doctors rely on faxes to routinely send and receive lab and X-ray reports. The office staff already recognized the benefits Internet fax offers to users, but was not happy with the current outsourced service for a variety of reasons, including the inability to review and comment on faxes in real time. They recognized the need for an alternative solution and were in the process of evaluating a service that would meet the needs of their busy day-to-day business operations. Beavercreek Family Care Association staff realized that an Internet fax solution would provide convenience and mobility for the physicians when they were away from the office. Another benefit Internet fax provides is document confidentiality, a key requirement due to the HIPAA guidelines.

**“I needed a fax service that would allow me to review faxes on my computer, add my comments, then fax them back – without having to print anything. MyFax provided that solution.”**

**Dr. Joseph Dudash  
Beavercreek Family Care  
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## The Solution

MyFax™ is a cost-effective solution for the challenges posed by fax and data transmission as it pertains to patient safety, security, electronic health records, and clinical systems. MyFax is an Internet-based fax service that lets users send and receive faxes using existing email accounts or the Internet. It complies with regulations relating to the secure transmission of personal health information such as HIPAA in the United States and PIPEDA in Canada. Whether the user is a healthcare professional managing patient records, or an agent processing healthcare claims and payments, MyFax enables:

- electronic fax viewing, searching, rerouting, forwarding and deletion;
- archiving of faxes for easy retrieval;
- fax annotation including: comments, highlights and action flags are easy to add when faxes are received in PDF format.

## The Result

Beavercreek physicians now have renewed confidence in their ability to add faxes back into their office work flow process. They can review reports at their convenience and get results to patients and other physicians more quickly than before. Since MyFax, faxes are received electronically as PDF files, they can review and comment on faxes electronically without having to go to the expense and inconvenience of printing them. Turnaround time on reporting test results to patients has improved, and as a direct result, their customer service has significantly improved. Patients no longer have to wait for the doctor to return to the office when they are away. Physicians can access faxes at any hour of the day, regardless of their location. Furthermore, they can relay directives back to the office to ensure immediate action. Productivity has increased, document backlog has decreased, and patient privacy is secure.

## About MyFax

MyFax is an Internet fax service provided by Protus IP Solutions. Protus IP Solutions – a high-growth application service provider – offers value-added Internet fax communication and voice messaging services to businesses around the world. Since Protus was established more than eight years ago, customers within the finance, insurance, real estate, pharmaceutical and retail industries have trusted their outsourced communication needs to our reliable service. We manage 600,000,000 faxes per year, we deliver 300,000 pages per hour, and we dial 320,000 calls per hour. On-line Internet fax services targeting Personal, Small Business and Corporate users are sold under the brand name MyFax. Protus solutions are sold both directly and through a network of worldwide partners, including major service providers. Additional information is available at [www.protus.com](http://www.protus.com) or [www.myfax.com](http://www.myfax.com).

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