

# How One of Maryland's Top-Ranked Hospitals Cut Costs, Improved its Workflows, and Achieved HIPAA Compliance with eFax Corporate



## CalvertHealthMedicine.Org

INDUSTRY	YEAR FOUNDED	HQ	EMPLOYEES
Healthcare	1919	Prince Frederick, MD	1,200

"We had a lot of requirements for our fax solution—including security, centralized monitoring and management, and lowering our costs from what we were paying to maintain all those fax machines. eFax Corporate has done a wonderful job of addressing all these needs for CalvertHealth."

**Terri DePhillip-Patterson, Ancillary Services Manager**

## Zero

analog fax lines needed to power the organization's high-volume business faxing

## 1

service issue in 3 years using MyFax



## THE ORGANIZATION

Founded in 1919 as a small community hospital for the residents of Maryland's Calvert County, CalvertHealth has become a full-service medical group with hundreds of employed and consulting physicians, covering more than 40 specialties, and earning a Centers for Medicare & Medicaid Services (CMS) ranking as one of the top hospitals in Maryland.

CalvertHealth has also earned a reputation for using technology to improve its workflows and patient outcomes. For example, in recent years CalvertHealth made news implementing a data-driven solution to reduce “doctor shopping” among patients looking for opioids—a serious problem in Maryland. Pairing its EHR with a health information exchange to help physicians identify such patients, and adding clinical-decision support protocols for doctors, CalvertHealth reduced opioid use by 46%.

But CalvertHealth's forward-thinking IT team recognized one glaring exception to the organization's use of the latest technologies to improve its workflows.

## THE CHALLENGE

### **An outdated fax infrastructure lacked visibility, security, and cost effectiveness**

Terri DePhillip-Patterson, CalvertHealth's Ancillary Services Manager, explains that until recently the medical group was still relying on a decentralized infrastructure of fax machines at its main hospital and satellite medical facilities.

Because fax transmissions play a significant role in the staff's everyday workflows—from sharing patient records with authorized providers, to sending bills for the hospital's services—Terri points out that CalvertHealth's outdated fax processes posed several challenges.

“Those paper fax transmissions gave us nothing in the way of security or HIPAA compliance,” she says. “Also, we had very little visibility into what was happening with our faxes. If a fax failed to transmit, we wouldn't know whether the issue was on our side or the recipient's side, or if the connection simply timed out.”

An additional challenge, Terri notes, was cost. “We were paying a lot to maintain and troubleshoot fax machines at every location and to keep eight analog fax lines operational. We knew there had to be a more cost-effective way to give all of our locations faxing capability.”

## THE SOLUTION

As they began investigating healthcare-focused cloud fax solutions, Terri and CalvertHealth's CIO found one solution checking every box among their must-have and even their nice-to-have lists.

“eFax Corporate offered the security and HIPAA compliance we needed. It also gave us centralized control and visibility over our faxes at every location, as well as data and reporting to monitor our fax performance. The solution offered two things we were hoping for: it integrated into our EHR system and enabled inbound faxing as well.”

“Because we have visibility into everything that happens with every fax, we don’t have to wonder anymore if a fax went through—or worse, wait until the provider calls to say it didn’t. Now we know right away if a fax transmits or not. eFax Corporate is helping us be a more responsive partner to payers, providers, and ultimately our patients.”

**Terri DePhillip-Patterson, Ancillary Services Manager**

## THE BENEFITS

### Improved workflow performance

One of CalvertHealth’s key success metrics is how quickly its staff responds to authorized parties’ requests for patient data—lab results, X-rays, discharge summaries, etc. With its new cloud-fax solution, the organization has greater insight than ever into how the staff is performing on these tasks—as well as immediate visibility if there is ever an issue successfully transmitting a fax.

“Having eFax Corporate means we can now view reports for any department or location, or across the entire medical group, to see how quickly we’re responding by fax, and how many of our faxes are successfully transmitting the first time,” says Terri. “eFax even alerts us if some pages don’t make it to the recipient’s fax for whatever reason, so we can quickly follow up. These are capabilities we never had before.”

### The highest levels of patient data security and compliance

With CalvertHealth’s analog fax infrastructure, security and HIPAA compliance depended on employees pulling paper faxes off the machines immediately after sending or receiving them, and diligently filing or destroying the hardcopies.

But with eFax Corporate, CalvertHealth’s entire faxing process—for documents in transit and at rest—now meets the highest standards of data security and regulatory compliance. The HIPAA-compliant eFax Corporate solution, in fact, was also the first major cloud fax solution to earn HITRUST CSF® certification, considered the gold standard in healthcare data compliance.

As Terri explains, “It’s such a relief knowing that every fax we send, from any location, goes through a cloud solution that’s designed specifically to protect patients’ personal data and keep our workflows HIPAA compliant.”

## Reduced costs to maintain the organization's faxing capabilities

Terri also notes that migrating to eFax Corporate has had a positive effect on CalvertHealth's operational budget, in several ways. "We were able to stop paying for the analog fax lines at all of our locations, plus the ongoing expenses of maintaining the fax machines themselves." But, Terri adds, those aren't the only ways eFax Corporate is helping CalvertHealth save money.

"With our old fax infrastructure, we had technical issues, which required time and resources to deal with," she says. Since we've moved to our new cloud fax solution, we're able to put those resources to much better use than troubleshooting fax problems."

"Since we rolled out eFax Corporate, we've had exactly one issue in three years—and it was a minor one. That says so much about a technology vendor, and we couldn't be happier."

**Terri DePhillip-Patterson, Ancillary Services Manager**

**Learn how eFax Corporate can help you cut costs,  
improve productivity, and better align with HIPAA.**