

BISCOM

DOCUMENT DELIVERY SOLUTIONS FOR

HEALTHCARE



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In the course of delivering the highest quality care to patients, healthcare providers are faced with a difficult array of challenges, ranging from managing increasing costs to meeting stringent requirements set by government regulators and payers. An increasingly competitive environment compels managers of healthcare organizations to implement systems that increase staff productivity and maximize capacity utilization. The strategic implementation of information and communications technologies throughout a healthcare enterprise can accelerate, secure and track access to information that is essential to operate efficiently and competitively.

The treatment of patients is accompanied by a trail of documents and records, whether paper-based or electronic, that must be located, updated, stored and communicated to physicians, staff, payers, labs, home care facilities and other parties that work with the organization. Biscom's products are used in a wide variety of applications in virtually every aspect of healthcare, from the physician's office to inpatient and outpatient services, to the revenue cycle and supply chain.

For 20 years, Biscom has provided document delivery solutions that work the way healthcare professionals need them to work. That is why organizations such as GE Medical Systems, Siemens Medical Systems and McKesson work with Biscom to implement document delivery solutions in healthcare organizations. Healthcare professionals demand superior ease-of-use, rapid return on investment, as well as the ability to start with a single implementation point and scale to a full deployment across multiple clinical practices as requirements and budgets become available.

The physician's office uses FAXCOM to send copies of signed physician's orders for diagnostic services, PAT, H&P and other clinical documentation to the hospital.

The physician's office receives diagnostic results – Lab, Path, Imaging, Cardio – and copies of clinical reports from the hospital via FAXCOM or Biscom Delivery Server.

PHYSICIAN'S OFFICE

The physician's office faxes prescriptions to the pharmacy via an EMR system, such as GE Centricity, connected to FAXCOM CV or CV Plus. Errors interpreting physician's handwriting are eliminated.



FROM THE PHYSICIAN'S OFFICE...

Document Delivery Solutions for Healthcare

FAXCOM® Servers

The FAXCOM Server enables medical professionals and other users of healthcare information systems to send and receive faxes through healthcare applications, desktops, MFPs and email. FAXCOM Server is the fax engine for health care applications such as Centricity EMR by GE and Novius by Siemens Medical Solutions. The FAXCOM Server is tightly integrated with many specific computing environments, including Microsoft Windows and Exchange, Lotus Domino and Novell GroupWise, Linux and UNIX, and IBM Mainframes.

Biscom Delivery Server™

Biscom Delivery Server goes beyond secure email to provide the secure delivery of files of any kind or size. HIPAA requires that healthcare organizations use more care than email and FTP can provide in order to disseminate PHI and other information from within their enterprise to the outside world, and likewise to receive files from the outside world into their enterprise. Biscom Delivery Server ensures that the confidentiality of the data is never compromised, and provides numerous security and reporting features to control and audit access to the secure delivery.

FAXCOM CV™ and CV Plus™

FAXCOM Clinical Version (CV) is a lightweight, lower-cost fax server for small physician's practices. It integrates tightly with GE's Centricity EMR system, where it is used to handle prescription order delivery. FAXCOM CV Plus extends FAXCOM CV to service enterprise deployments.

FAXCOM Anywhere™

FAXCOM *Anywhere* is an outsourced solution for the physician's office or healthcare institution with the need for fax services, but with a limited budget and without the in-house technical skills to implement and maintain a fax server on site. Users send and receive faxes from their desktop computer via a secure Internet connection to a virtual fax server at Biscom's hosted facility. As fax usage in the practice grows, FAXCOM *Anywhere* provides a seamless growth path to an on-site FAXCOM Server.

"The FAXCOM product has integrated extremely well into our environment and has gone worlds beyond what we expected. The installation of the FAXCOM servers was a breeze, and we had our EMR system configured and faxing within 20 minutes."

Mike Dent, MCSE, MCSA, CCA, CBIC
Manager, Clinical Systems
Carilion Health System

FAXCOM Advanced Fax Routing™

FAXCOM Advanced Fax Routing (AFR) is a software solution for managing the influx of faxes that arrive each day at a healthcare organization. AFR examines incoming documents for content, bar codes or routing information to ensure that they reach the correct recipient or, in many cases, a healthcare application such as an EMR system, practice management, or revenue cycle management. The package includes a powerful rules generation tool, an image viewing and extraction tool, an OCR engine, as well as hooks into messaging and database systems.

FAXCOM Image Indexing™

FAXCOM Image Indexing is a solution for viewing faxes that arrive in the healthcare organization, capturing the data from these fax images, and storing the image and corresponding captured data in a searchable database. Copies of previously received faxes can be located and retrieved quickly. Image Indexing is a convenient and effective tool for moving images through a workflow process, resolving not only data capture, but also recording every view and modification of each image.

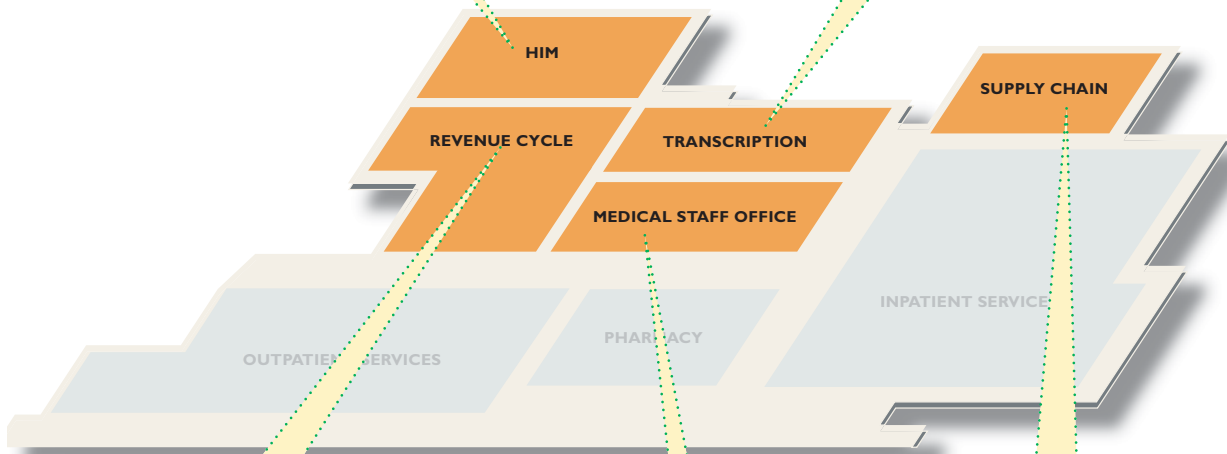
vVault™

vVault provides healthcare professionals with wireless devices to securely access healthcare information wherever they may be. Physicians on the hospital floor can access information, whether it is stored in the hospital or in their practice, via any Web browser, wireless PDA, pager, and WAP-enabled cellular phone. vVault also enables healthcare organizations to provide documents to a healthcare portal without the use of HTML or other programming language.

Hospital Administration

Health Information Management (HIM) constantly needs to satisfy physician and other clinician requests for clinical documentation. FAXCOM enables system records to be sent directly from an EMR or via a networked MFP, while Biscom Delivery Server provides a secure and auditable electronic method for releasing controlled sets of PHI to physicians' offices and payers.

Upon completion of the transcribed physician report, a copy is sent via FAXCOM or Biscom Delivery Server to the Primary Care Physician (PCP) office and all affiliated referring physicians.



FAXCOM sends and receives pre-certification requests and approvals between hospital and payers, eliminating the need for multiple phone calls. This is done without the need to print out documents and fax them, thus eliminating the potential hardcopy document control and disposal program.

Biscom Delivery Server enables payers to directly access electronic documents containing PHI, as selected and approved by HIM, via secure sign-on, while maintaining an audit trail of all access.

MSO verifies credentials of medical staff by sending forms via FAXCOM to boards of registration and medical schools; returned copies of signed documentation can be received via FAXCOM and stored and indexed via FAXCOM Image Indexing. Also bulletins and newsletters can be automatically distributed to affiliated physicians' offices via FAXCOM.

Purchasing faxes orders to suppliers via FAXCOM; Accounts Payable receives invoices from supply vendor to process payment.

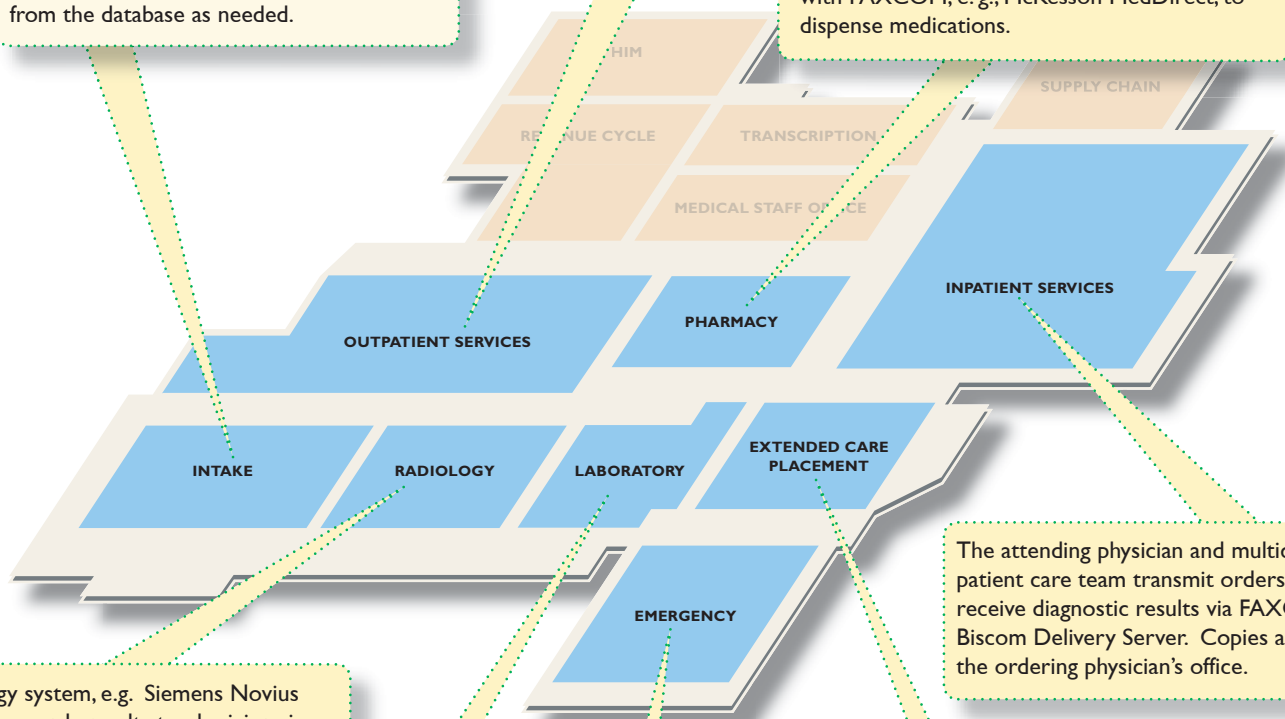
Clinical Services

Scheduling and Admissions receive requests for clinical information from the ordering physician, as well as preauthorization certification from payers via FAXCOM.

All received faxes from ordering physicians' offices can be indexed by patient, referring physician, attending physician, clinical procedure and payer, by FAXCOM Image Indexing. Hospital staff can retrieve these documents from the database as needed.

After the patient is treated, clinical notes, lab and radiology reports are delivered to the ordering physician's office via FAXCOM or Biscom Delivery Server.

Clinicians fax orders for inpatient medications utilizing a prescription delivery system integrated with FAXCOM, e.g., McKesson MedDirect, to dispense medications.



Radiology system, e.g. Siemens Novius Radiology, sends results to physician via integrated FAXCOM Server. Radiology also notifies physicians' offices of open slots via FAXCOM Server.

Lab system, e.g., Siemens Novius Laboratory, sends results to physicians automatically via FAXCOM Servers.

ER physician orders labs and X-rays via fax or via Computerized Physician Order Entry (CPOE) system integrated with FAXCOM; lab & X-ray results sent to ER physician via FAXCOM Server.

The attending physician and multidisciplinary patient care team transmit orders and receive diagnostic results via FAXCOM or Biscom Delivery Server. Copies are sent to the ordering physician's office.

Prior to discharging patient, hospital sends request for extended care to home health agency or long-term care facility via FAXCOM. Agency or facility sends executed documentation back to hospital. FAXCOM Server receives documents and automatically routes documents to requestor via FAXCOM Advanced Routing.

Application Engineering

Integrating many disparate healthcare systems can be a daunting task. That's why Biscom provides a highly-skilled Application Engineering group to help integrate its many products into existing healthcare information systems. The Application Engineering group can assess the clinical workflow requirements and existing technology infrastructure of a healthcare organization, and then specify and integrate Biscom's products into the organization's operating environment.

Service and Support

Biscom offers a comprehensive array of technical support services to our healthcare customers, including site planning, installation, training, ongoing software updates and 24/7 service. The Biscom support engineering team is a highly-skilled, proactive, customer-service-oriented group of professionals who will take the time to work through any technical questions or issues that arise at customer sites. Support Engineers work closely with Development Engineers to ensure that customers receive not only a fast response, but the best solution to any problem. Training classes taught by the Support Engineers are offered to ensure an ongoing learning and support relationship between healthcare IT professionals and Biscom.

About Biscom

Founded in 1986, Biscom pioneered the fax server and host computer integration marketplaces. Biscom has provided many of the world's largest companies with enterprise communications solutions, most notably its award-winning FAXCOM enterprise fax management solutions. The FAXCOM solution uses best-in-class high performance, high density intelligent fax boards by Brooktrout Technology. Through acquisitions and the development of new technologies, Biscom has evolved into a provider of multiple product lines, including secure document delivery, file conversion and image viewing, enhanced messaging and video server solutions. The company is committed to excellence in product development and customer care, while staying ahead of the technology curve by developing innovative solutions. The company is headquartered in Chelmsford, Massachusetts.

DOCUMENT COMMUNICATIONS ACROSS THE ENTERPRISE



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