

What Is HD-IPFax?

HD-IPFax stands for High Definition Internet Protocol Fax, and is a high speed, secure, point-to-point patent-pending software solution for sending and receiving high resolution images – such as lab test results, medical/dental radiographs, and full color documents over the Internet.

As a real-time, highly secure communications method, HD-IPFax represents the best of both worlds: like email, it avoids the cost of phone lines, but unlike email, it is encrypted and direct; like fax, it transmits an unalterable image, but unlike standard fax, the image can be full color and not limited to any maximum Dots Per Inch (DPI) or size. HD-IPFax software also supports virtualization to reduce hardware and maintenance costs as well as to support business continuity objectives.

Figure 1 graphically illustrates how HD-IPFax works:

- Your application is integrated with HD-IPFax, enabling the application itself, or a desktop user, to send color and high resolution images with no size limitations.

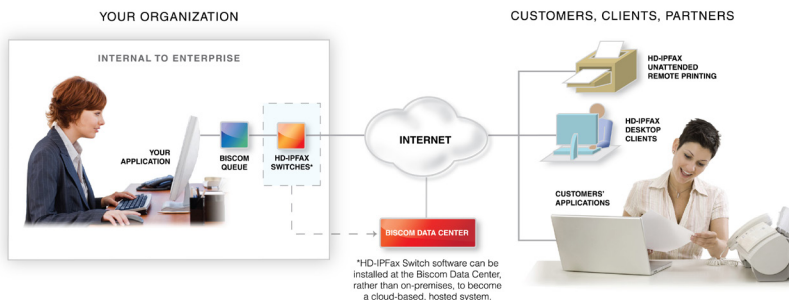


Figure 1. HD-IPFax System

- The image is sent via the FAXCOM Queue to an HD-IPFax Switch, the service that performs credential checking, data encryption, and data transfer. The HD-IPFax Switch may be installed on-premises or installed in the Biscom Data Center. Future development will enable failover to the Biscom-hosted switch. Another option might be to install multiple switches on-premises with failover to a secondary switch in the event the primary switch goes down.
- The image is transmitted over the Internet to any of the following destinations:
 - An unattended color printer/MFP
 - A customer application integrated with HD-IPFax

- An HD-IPFax Desktop Client (i.e., johndoe.ipfax.com), where the HD-IPFax Desktop Client is a Windows desktop application with which individual users perform the following functions: send, receive, scan-to-send, save image, rotate image, delete image, etc. Optionally, the HD-IPFax Client can be customized for private labeled implementations to display a company's logo in place of the standard HD-IPFax logo.

KEY FEATURES:

- Internet-based application that takes full advantage of available bandwidth speed
- Transmits metadata with images
- Built-in non-repudiation capabilities
- Extends all existing Biscom enterprise fax capabilities to include color and high resolution transmissions when an HD-IPFax address is specified as the destination rather than a fax number
- Automatic receiving to printers
- Secured by encryption and credential checking
- No file size limitation
- Built-in image viewer and private Inbox library

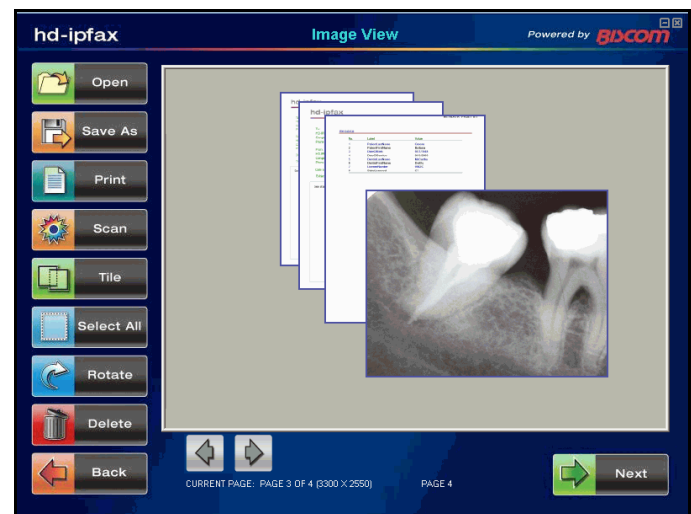


Figure 2. HD-IPFax Client Image View

HD-IPFax

High Resolution and Color Image Transmission

How One Company Uses HD-IPFax

One way to understand the benefits of HD-IPFax is by understanding how a company that specializes in diagnostic lab testing has integrated HD-IPFax into its systems for delivering lab reports.

1. The company's lab systems generate lab reports for the physicians who ordered the tests.
2. At least one instance of the HD-IPFax desktop client is installed at the physician's office to receive the transmitted report.
3. In addition to receiving the report to its Inbox, the instance of the HD-IPFax desktop client at the physician's office is configured for Auto Print, resulting in the report also being automatically printed on a color printer in the physician's office.
4. The physician reviews the lab report in support of making his/her patient diagnosis.
5. The lab receives a return status report with detailed transmission information.

The diagnostic lab implemented the HD-IPFax system in order to realize the following benefits:

- Transmission of a higher quality image, including color, with the superior legibility that enables a physician to have more confidence in the lab findings.
- Immediate receipt of a transmitted diagnostic report. Eliminating any delay between the lab sending the report and the physician receiving it means the patient's condition can be diagnosed more quickly and treated more quickly.
- Assurance that HD-IPFax, unlike email, is encrypted with standards-based 256-bit AES encryption, which helps both the lab and physicians meet HIPAA compliance and protect patient privacy.

The Value of Image Metadata

As an option, the sender of an HD-IPFax transmission can include associated identifying information, such as patient and doctor specifics.

The screenshot shows a software interface with two columns of input fields. The left column is titled 'Patient Information' and contains fields for 'Last name:', 'First name:', 'Date of birth:', and 'Date of service:'. The right column is titled 'Dentist Information' and contains fields for 'Last name:', 'First name:', 'License #:', and 'State licensed:'. All fields are currently empty or have placeholder text.

Such metadata – loosely defined as “data about data” – ensures that there is no possibility the transmitted image can be associated with anyone other than the intended individual.

For example, while there may be multiple individuals named Barbara P. Brown, all specified metadata – i.e., date of birth, date of service, dentist providing treatment – must correspond to identify the correct individual.

A Transmission Method Built for Today's Security Requirements

Standards and requirements for protecting individuals' private data – particularly their Protected Health Information (PHI) – is having a greater and greater impact on how organizations store and communicate information. There are, in fact, serious fines attached to breaching data security regulations.

Email is not an option. Fax has the limitations of image size and resolution. Mail, courier, and hand delivery have inherent delays, and are both insecure and expensive, with the information often not in electronic form upon arrival.

HD-IPFax is a direct, secure method of transmitting information that doesn't require sacrificing image quality and size. It was built specifically to meet today's – and tomorrow's – security requirements.

Extends Existing Biscom Fax Capabilities

HD-IPFax has unique benefits for existing Biscom customers. Combining HD-IPFax with Biscom enterprise fax – whether the enterprise fax capabilities are implemented with an on-premises fax server or with Biscom's hosted fax service – enables an organization to add color and high resolution transmission to traditional fax. Once HD-IPFax is integrated with existing Biscom enterprise fax, sending a high resolution and/or color image is as simple as specifying an HD-IPFax address rather than a fax number.

To learn more about integrating HD-IPFax into an existing Biscom enterprise fax network, contact Biscom Sales.

SYSTEM REQUIREMENTS

HD-IPFax Web Server and Switch:

- Access to an installed and running instance of MS SQL 2005 or 2008 Server as well as SQL Server management studio.
- Biscom's Web Services API and a FAXCOM Suite for Windows FAXCOM Queue

HD-IPFax Client:

- MS Windows XP/2003/Vista/7 PC
- One GB RAM/10GB or more available disk space
- An Always-on Internet connection
- *If scanning documents for instant delivery, a TWAIN-compliant scanner*