

Title: ICP – How to Check Fax Status Log

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Purpose

Letters are key to comanaging patient care. When sending fax communications, it is important to make sure the transmission goes out successfully. Checking the faxes status log periodically is important in making sure that there are no obvious discrepancies with the fax numbers on file for comanaging or referring physicians.

1. Click on Admin on workflow page on upper right-hand corner
2. Select Practice Data tab
3. Select faxes tab
4. Select Letter under type
5. Select Failed under status
6. Optional: add doctor, start date, end date to filter information
7. Search

Once this information pulls up, you can select the hyperlink on the word "Failed" to view the full details of the error message received (ex. Busy Line) and it will provide how many attempts were made to send fax.

NOTE: If the fax number listed for the physician is incorrect, this must be updated in the practice management system

Revision History

Revision	Date	Changes	Requested By
V001	6/29/2020	Initial Release	