Nextech

Electronic Faxing Within IntelleChartPro

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Contents

Electronic Faxing Within IntelleChartPro

Purpose:

The purpose of this document is to cover all aspects of E-Faxing within IntelleChart Pro.

Overview for E-Faxing within IntelleChartPro

IntelleChartPro E-Fax Setup

- The practice management system or IntelleChartPro can keep the records for the referring provider contacts.
- The practice management system can be integrated with IntelleChartPro to send and receive contact information. (Including the fax number)
- Each patient can have primary and referring providers assigned to them.
- After completing a patient encounter, the referral letter can be automatically sent to the referring provider's fax listed in the contact list.
- A third-party faxing system by Concord Technologies provides IntelleChartPro with an API that is used to fax the letter to the referring provider.
- IntelleChartPro has an internal fax log that tracks each fax that is sent.

Steps for setting up a Referring Physician to fax to

- Open the patient summary page

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- Open the Demographics Section from the Summary Page
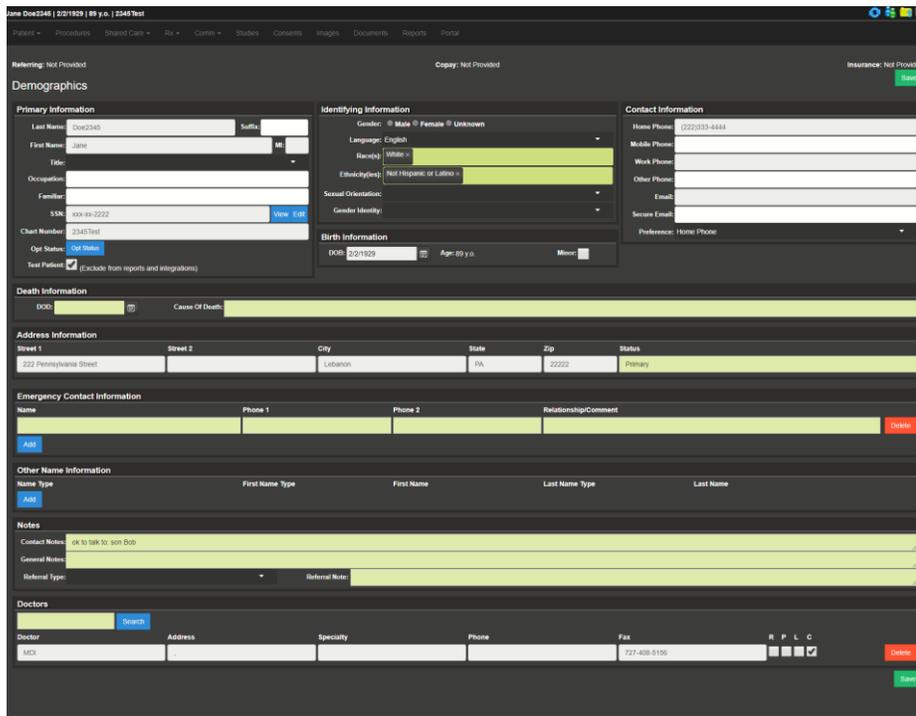
- Scroll to the bottom of the page and add a referring physician to the doctor's section. Check R, P, L or C and click Save. (R=Referring Physician, P=Primary Care, L=Letter, C=Copy) An L or C must be checked for the fax to be sent.
- The referring Doctor list comes from the contacts list in Admin/Practice Data/Contacts/Contacts Search. The contacts are entered within the Practice Management System and passed to IntelleChartPro.
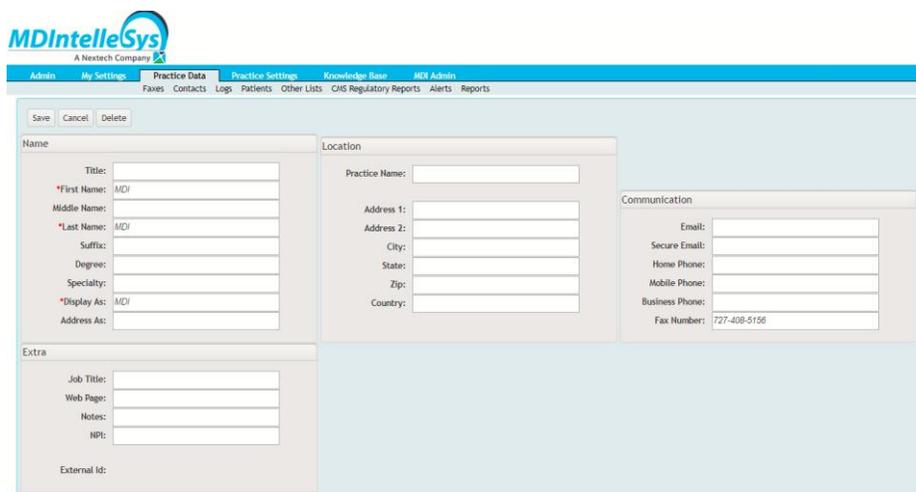
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- The Letter, Chart Note, Drawing/Images, CCD, Referral Note or Patient Summary can be faxed to the referring physician from the Reports Tab on the Patient Summary.
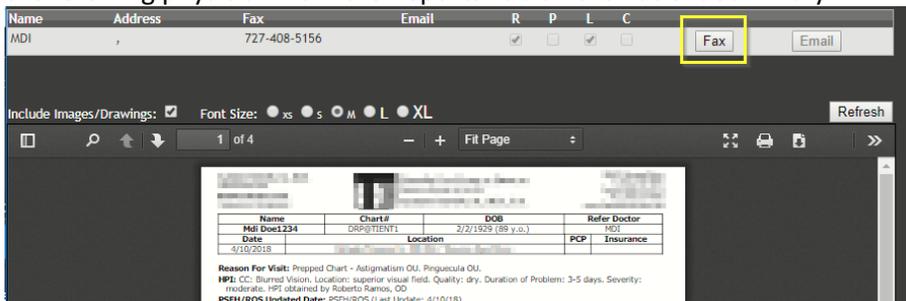
- The Letter can also be faxed from the Letters Section in the chart
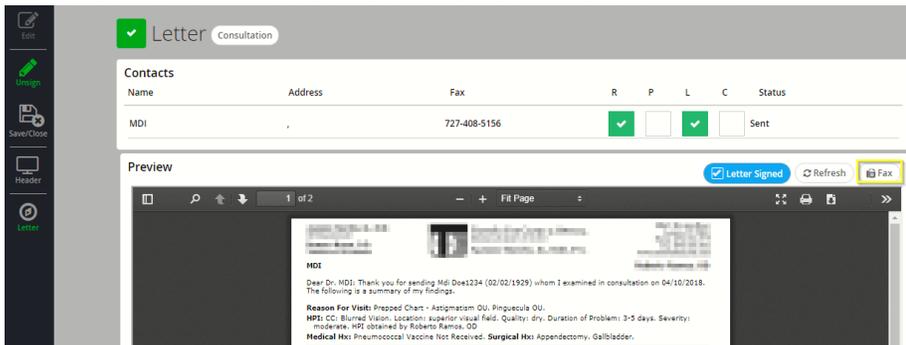
Status of Outbound Faxes

- From the Notifications section click on "Pending Letters"
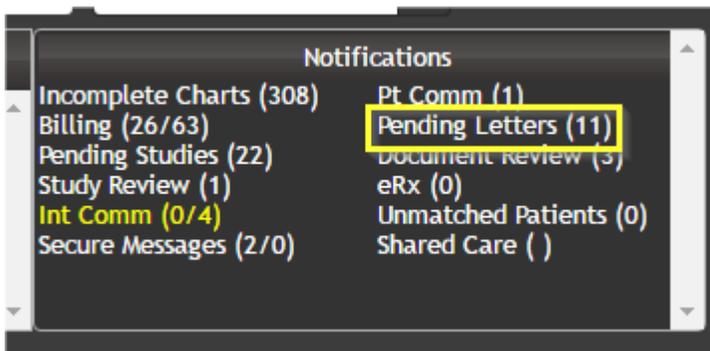
Types of Status

- "Scheduled"-Outgoing fax is scheduled to be processed. This can also mean that the fax number to be sent to is not valid for the referring provider.
- "Not Scheduled"-The Encounter/Letter in Chart is not signed or there is no R, P, L or C is checked.
- "In Process"-Outgoing fax is in the process of being sent.

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- "Failed"-Fax number was attempted, but returned an error. See "Faxes Not Sending" below:

Faxes Not Sending

- From within IntelleChartPro, Select "Admin/Practice Data/Faxes"
- Select "Status" of "Failed"
- Select a Date Range for when the Fax was sent. (If the date range spans several weeks it will show all faxes that failed for that date range.)

- Click on the "Status" Failed word (The underlined word "Failed" is link to the Status Log.)

- The log starts at the bottom and displays the most current activity at the top
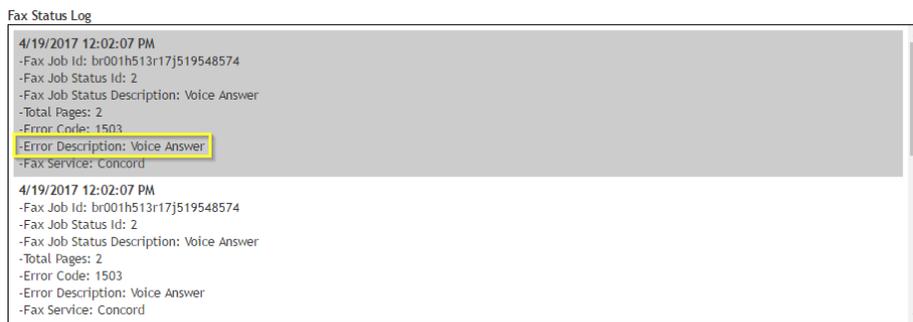
Interpreting the Fax Log

- Shows Scheduled by user name
- Shows the fax number used
- If the fax number is invalid the fax will continue to attempt delivery 4 times.

Most Common Errors

- Sit-Tone/Operator Msg - means the fax number is not a valid number
- Not a Fax Number
- No Answer
- Voice Answer

Troubleshooting Tips

- Find the fax number from the log and dial the fax number on the phone. A valid fax number will have the fax sound.
- If you found an invalid fax number, call the referring physician and get the correct fax number and change the fax number in your Practice Management (which updates the fax number in IntelleChartPro) or change the contact for the Recipient's fax number to the correct fax number. Resend the fax from the Pending Letters notifications screen from the work flow.
- If you get a valid fax sound that still does not go through to the Recipient, IntelleChartPro Tech Services can contact our third-party provider and customize the way a specific fax number can be sent.
  - o This situation usually happens in rural areas where fax lines are old.
  - o Usually a different phone company carrier can be set to route the fax better.
  - o The actual fax sending can be slowed so the fax gets through.