



## **Seventeen FaxPress Servers, Thirty-five Thousand Documents: A Case Study**

How one health care provider found an enterprise-wide network faxing solution **in the FaxPress**

*FaxPress is just what the doctor ordered  
for Carilion Health System's 10,000 employees and 1000 affiliated physicians.*

### **The FaxPress Customer Profile**

The Carilion Health System of southwest Virginia serves more than one million people and has more than 10,000 employees. The \$1.1 billion health care company also partners with more than 1000 physicians.

### **The Project**

For the Carilion Health System, the decision to go with network faxing was a logical extension of upgrading their medical record system. In June of 1999, Carilion began implementing a fully integrated electronic medical record system in several of its affiliated entities. This electronic medical record technology has now been placed in 60 physician owned practice sites and many of its other primary care centers. Recently, the electronic medical record was also installed in many of the Medical Education Faculty practice sites. Icons that allow system access have also been installed at selected sites within the Carilion Health System's 11 non-profit hospitals. Using templates and pre-designed electronic forms, the automated process achieved immediate success.

Many of Carilion's staff recognized the valuable role a network fax server could play in supporting the newly implemented electronic record system. Under the old paper system, each sheet of paper was copied and faxed to referral sites across the state or were copied and sent with patients. Patients, physicians and staff complained about the frequent delays and inefficiency of this labor intensive, time-consuming process. Faxing frequently required waiting at the machine until the fax had been sent, and then manually resending it if the transmission was unsuccessful. The possibility of misplaced medical records was also always a very real concern.

### **The FaxPress Solution: Implementation and Results**

After extensive research, Carilion's network specialist and senior e-mail administrator, Scott Moore, chose to implement Castelle's FaxPress network fax server. FaxPress combined all of the necessary hardware and software in one self-contained plug-n-play unit, making it easy to install, administer and operate. "The FaxPress was as simple to set up as a printer," commented Moore. "It didn't need to be customized and integrated smoothly with all of our existing software applications and hardware platforms."

With the initial FaxPress units performing so well with the new electronic medical record system, helping support a new standard of efficiency and organization, and also beginning to pay for themselves with cost savings in postage, copier maintenance, paper and toner usage, Carilion decided to go ahead and acquire additional FaxPress units.

Carilion has now deployed 17 Castelle FaxPress units to support 75 physician practices across a wide geographic area. Fax traffic handled by the FaxPress is now up to more than 35,000 documents a month, with the volume having grown each month since implementation. The units range from a single line fax model to the 8-line FaxPress 5000 system that handles heavier traffic requirements. All of the offices are linked with IP routing, which means Carilion can make use of Internet faxing. Internet faxing has drastically reduced Carilion's long distance phone charges for office-to-office fax transmission, adding to the growing list of savings and improvements the FaxPress has contributed.

## Future Benefits

With the FaxPress a success so far, Carilion and its physicians expect to see the role of the FaxPress expand even further in the future. Anticipated functions provided by the FaxPress include:

- Faxing patient information regarding medications; history and physical exams; and diagnostic test results from primary physicians to hospitals and specialists following referrals.
- Faxing orders and prescriptions directly to pharmacies and staff using Electronic Signatures according to State and Federal Regulations.
- Immediate communication with referral physicians or consultants.

Moore points out, “Castelle FaxPress has proven to be so reliable and easy-to-implement that we’ve nick named it the ‘plug-and-forget’ fax system. We’ve also standardized it as our enterprise-wide faxing solution.”

### **Castelle**

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