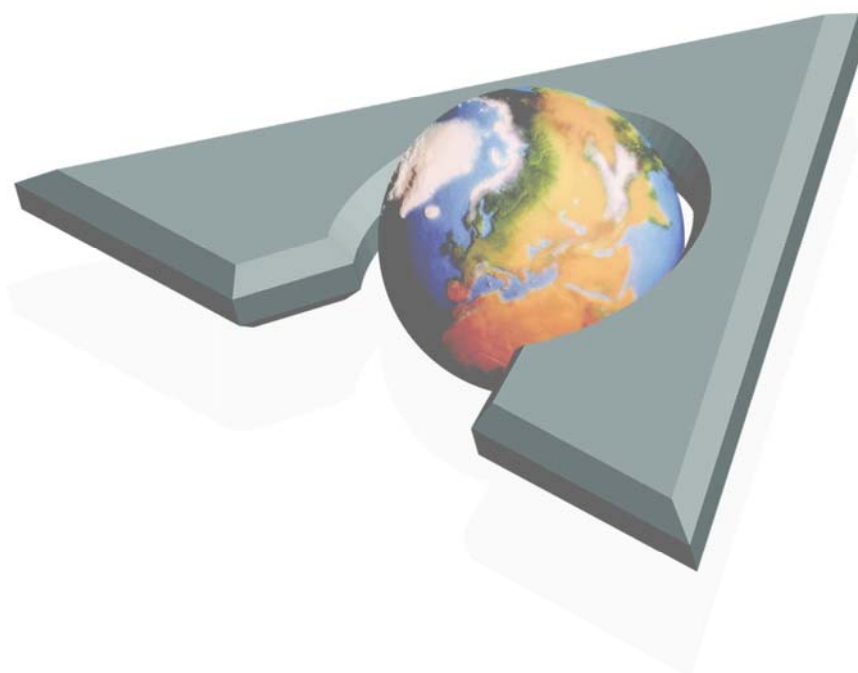


Network Faxing and HIPAA: Security and Privacy in the Health Care Industry



Summary



The Health Insurance Portability and Accountability Act (HIPAA) prescribes new health care industry rules and recommendations for the handling and transmission of patient health information.

The decision to move to computer-based, network faxing is a logical one. HIPAA's privacy and security rules regarding patient health data integrity, confidentiality, and accessibility include recommendations for access to and use of fax machines. Standalone fax machines become arguably the weakest link in the communications chain, especially considering the thousands of documents most health care organizations typically fax in a month.

Castelle's FaxPress line of fax servers can play a valuable role in supporting HIPAA objectives, offering a standardized, enterprise-wide faxing solution, and helping to maintain a high standard of security, efficiency and organization.

FaxPress fax servers send and receive fax jobs less expensively, and with more security and accuracy than any standalone fax machine. Sending a fax with a Castelle FaxPress fax server offers a degree of privacy and security unavailable with standalone fax machines, and takes less than one tenth of the time sending a fax manually does. FaxPress users can be added at any time at no additional expense due to Castelle's server-based rather than per-user based licensing, which allows an unlimited number of users.

FaxPress Server Product Lineup

The Castelle FaxPress product line offers straightforward integration with virtually all computing applications, messaging environments and telephony interfaces.

Castelle FaxPress product line:

- FaxPress Enterprise (Digital)
- FaxPress Enterprise Redundant (Digital)
- FaxPress Premier (Analog)
- FaxPress 5000 (Analog)
- FaxPress 2500 (Analog)

FaxPress features include:

- Digital and analog T1, E1 and ISDN compatibility
- Client and server software
- Production faxing
- Email inbound and outbound faxing
- Simultaneous fax and email reception
- Carbon copy functionality
- Fax logging
- Fax reporting
- Automatic inbound routing
- Production faxing
- Fax archiving
- Fax routing
- Web client interface
- Web services SDK & APIs

HIPAA-Specific Advantages of FaxPress Servers

Castelle's FaxPress servers can easily address and resolve virtually all of the fax-related privacy and security issues identified by HIPAA. FaxPress servers allow for the creation of password-protected user group or departmental folders, accessible only to authorized individuals.

FaxPress servers can also be useful in integrating paper-based information into existing electronic medical record systems and workflows. Paper-based faxes received by a FaxPress server can be electronically stored, converted, forwarded to an email address, annotated, archived, or even retrieved by a third-party application with no user intervention.

Faxing with a FaxPress server means access to faxes for offsite employees is just as secure

and efficient as access from the office. Physical and electronic access to the FaxPress server can be closely monitored. In fact, a FaxPress server can be located just about anywhere and still provide access to server configuration and fax features, since access is electronic and password-protected rather than physical.

FaxPress servers are outfitted with a variety of configurable, automatic tracking features useful in meeting HIPAA's audit trail requirements: transaction logs, fax reports, notifications, carbon copy and fax archive features. These features guarantee that the details of every fax transaction will automatically be recorded, stored, organized and available for auditing purposes at any time.

Privacy and Security Features of FaxPress Servers

Castelle FaxPress servers offer a variety of features that help simplify and automate the protection of patient health information:

- Electronic, Desktop Faxing
- Fax and Email Integration
- Fax Notification
- Fax Archive
- Address Book Integration
- Automatic Inbound Routing
- Assigned Line Routing
- Carbon Copy Feature
- Transaction Logs
- Fax Reporting
- PBX Dial-Out Password Security
- FaxPress Management via SNMP
- Production Faxing
- Custom Fax Application Development Tools
- Fax Approval
- Web Client Interface
- Backup and Restore
- User Authentication
- User Privileges
- Inclusion and Exclusion Lists

Specifications and Features Comparison

	FaxPress 2500	FaxPress 5000	FaxPress Premier	FaxPress Enterprise	FaxPress Enterprise Redundant
Number of Fax Channels	2	4 or 8	4, 8, 12, or 16 (analog fax lines)	8 (Fractional T1) 24, 48, or 72 (T1) 4, 8, or 12 (ISDN) 30, 60, or 90 (E1) (digital fax channels)	8 (Fractional T1) 24, 48, or 72 (T1) 4, 8, or 12 (ISDN) 30, 60, or 90 (E1) (digital fax channels)
Fax Board	Rockwell Chip Set	Rockwell Chip Set	4-line Intel Dialogic CPI-400B2 board (units support up to 4 boards)	8-channel Dialogic CPI-24001- T1PCIU board (Fractional T1) Or 24-channel Dialogic CPI-24001- T1PCIU board (T1) Or Dialogic CPI-BRI-PCI board with two 2 channel ISDN interfaces (ISDN) Or Dialogic CPI/3000-1E1-PCIU board with 30 fax channels (E1)	Dual 8-channel Dialogic CPI-24001- T1PCIU board (Fractional T1) Or Dual 24-channel Dialogic CPI-24001- T1PCIU board (T1) Or Dual Dialogic CPI-BRI-PCI board with two 2 channel ISDN interfaces (ISDN) Or Dual Dialogic CPI/3000-1E1-PCIU board with 30 fax channels (E1)
Recommended Number of Users	Fewer than 100	Unlimited	Unlimited	Unlimited	Unlimited
Memory Configuration	8 MB	16 or 32 MB	512 MB	512 MB	512 MB
Email Integration	Included	Included	Included/Embedded	Included/Embedded	Included/Embedded
Operating System	N/A	N/A	Windows Embedded OS SAK 3.0	Windows Embedded OS SAK 3.0	Windows Embedded OS SAK 3.0
Internal Hard Disk	N/A	N/A	Yes	Yes	Yes (Dual 80GB SATA)
Application Programming Interface (API)	Castelle Program Interface (C/C++)	Castelle Program Interface (C/C++)	Web Services SDK (Java, C++, C#, Visual Basic, and Perl)	Web Services SDK (Java, C++, C#, Visual Basic, and Perl)	Web Services SDK (Java, C++, C#, Visual Basic, and Perl)
Production Fax Capability	Included	Included	Included	Included	Included
Web Interface	N/A	N/A	Included	Included	Included
Fax Reporting	Basic	Basic	Premium	Premium	Premium
Error Correction Mode	Not Included	Not Included	Included	Included	Included
International Character Support	Partial	Partial	Included	Included	Included
Archive Service	Included	Included	Embedded	Embedded	Embedded
Server Software	FaxPress 9.0	FaxPress 9.0	FaxPress Plus 4.x	FaxPress Plus 4.x	FaxPress Plus 4.x
Client Software	FaxPress 9.0	FaxPress 9.0	FaxPress Plus 4.x	FaxPress Plus 4.x	FaxPress Plus 4.x

Pre-sales Support and Additional Information

The Castelle sales staff is also available to answer questions you may have regarding the Castelle fax server products.

For questions regarding Castelle products and programs, please contact Castelle Sales using the contact information shown below.

Take advantage of Castelle's free Web Demo for a one-on-one demonstration of the capabilities of FaxPress and FaxPress Plus software.

Castelle also offers a free 30-day evaluation of FaxPress, FaxPress Premier and FaxPress Enterprise so you can try it in your network environment before you decide to purchase.

CASTELLE®

855 Jarvis Drive, Suite 100
Morgan Hill, CA 95037 USA

Tel: 408-852-8000 or 800-289-7555

Fax: 408-852-8100

E-mail: sales@castelle.com

Web: www.castelle.com

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