



## FaxCore Helps Healthcare Organizations Achieve HIPAA Compliance with Secure Document Delivery and Fax Archiving, Ensuring Patient Privacy

HIPAA compliance is designed to streamline business processes and transactions, while providing requirements to protect the security and confidentiality of patient information. FaxCore's award winning fax server solution provides healthcare providers and other organizations that have to safeguard private patient information with a powerful application to centralize, control, and manage all fax communications. FaxCore's intuitive, browser-based interface enables users to send and receive faxes with the same convenience of e-mail. With no client software required, organizations can easily deploy and maintain FaxCore, and seamlessly integrate the solution to "fax-enable" other applications and streamline business processes.

"Our fax server provides a cost-effective, transparent solution that allows healthcare organizations to adhere to HIPAA compliance, without impeding business processes and workflow," said Tom Linhard, president of FaxCore. "As healthcare providers continue to process paper-based financial and administrative transactions such as billing information, the delivery, security and privacy is paramount."

According to Linhard, all medical records and other individually identifiable health information used or disclosed by a covered entity in any form, whether electronically, on paper, or orally, are covered by the final rule. FaxCore provides added value for healthcare organizations to achieve HIPAA compliance by archiving all faxes for as long as is required. FaxCore's SQL database and configurable document store acts as a central repository for all faxes sent and received. Users can securely access the faxes via https links.

In addition to HIPAA compliance, if the faxes contain credit card information they are subject to the Payment Card Industry (PCI) regulations. Any document, faxes included, that contains credit card information must be encrypted while 'at rest'. FaxCore uses AES 256 symmetric algorithm to encrypt the fax images. Only the user who the fax is assigned to has the key to decrypt the fax and view it.

### HIPAA regulations on the use of Fax to communicate with providers or patients

**Regulations for faxing test results to physicians who order the test** -- HIPAA does not prohibit the use of fax to communicate protected health information, but the faxed information is subject to the HIPAA privacy and security measures of the rule. The security provisions of HIPAA require "reasonable" efforts to insure that the fax was sent securely and that the fax was received securely. Of course, the term "reasonable" is subjective. Steps should be taken to make sure you are faxing to a dedicated fax machine in a secure location or a fax server, and that you have a method of ascertaining that the information is being received by the person intended.

**Regulations for faxing results to patients** -- HIPAA, to be consistent with CLIA, allows for the communication of test results to the patient only as allowed by CLIA. CLIA permits labs to provide test results only to "authorized persons " as defined primarily by state law, which in most instances, is the ordering physician and not the patient. If state law does allow for test results to be communicated directly to the patient, and the results