



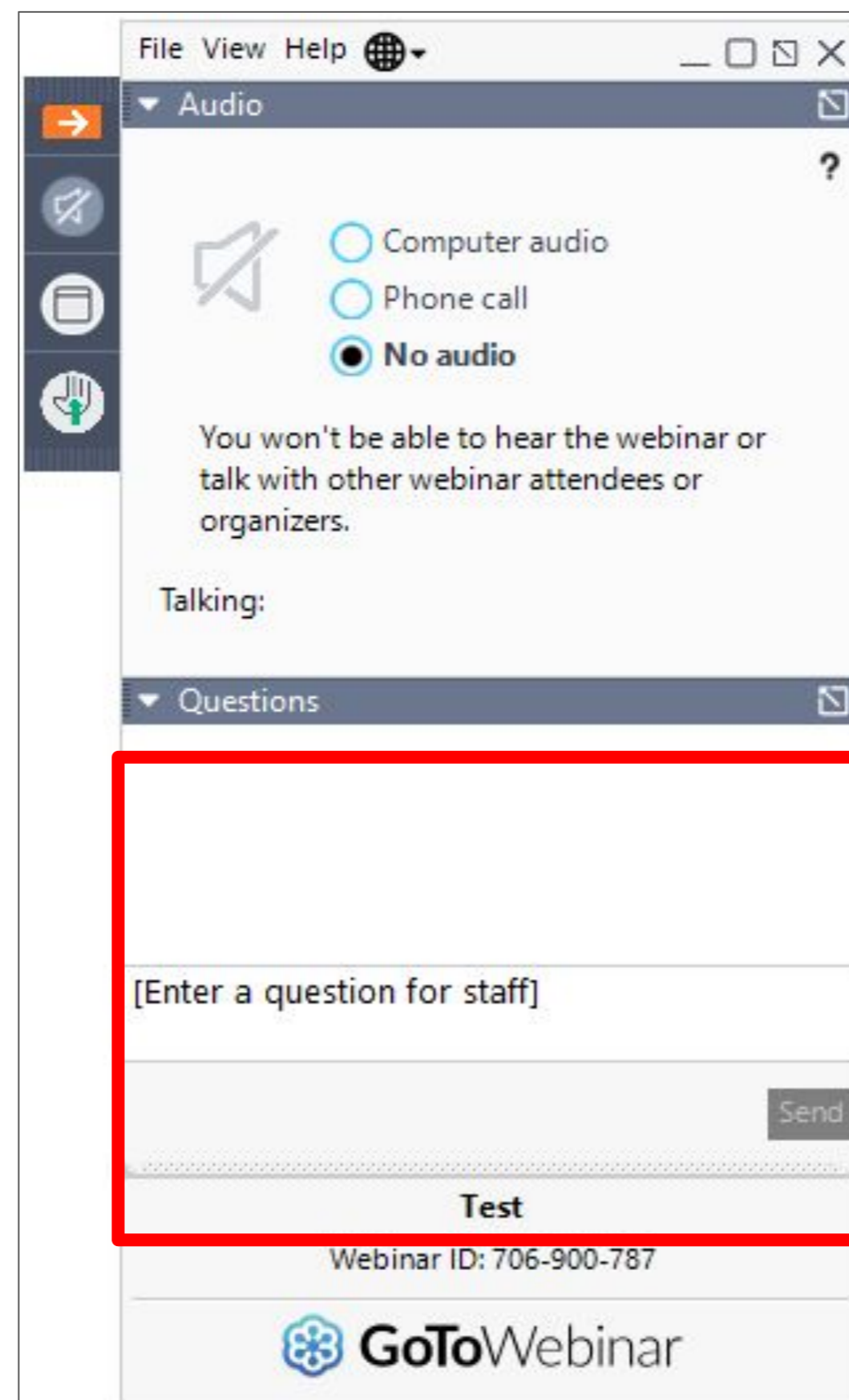
eFax Virtual Learning Event

May 2022

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eFax Virtual Learning Event

Attendees will be muted. If you have a question, enter it into the **Questions** box.



Speakers

Jenna Stone
Senior Training Specialist



Corinne Chestnut
Senior Training Specialist



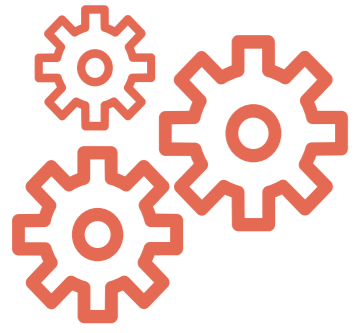
During this learning event you'll learn:

- Benefits of eFax
- Outbound eFax workflow
- Inbound eFax workflow

Benefits

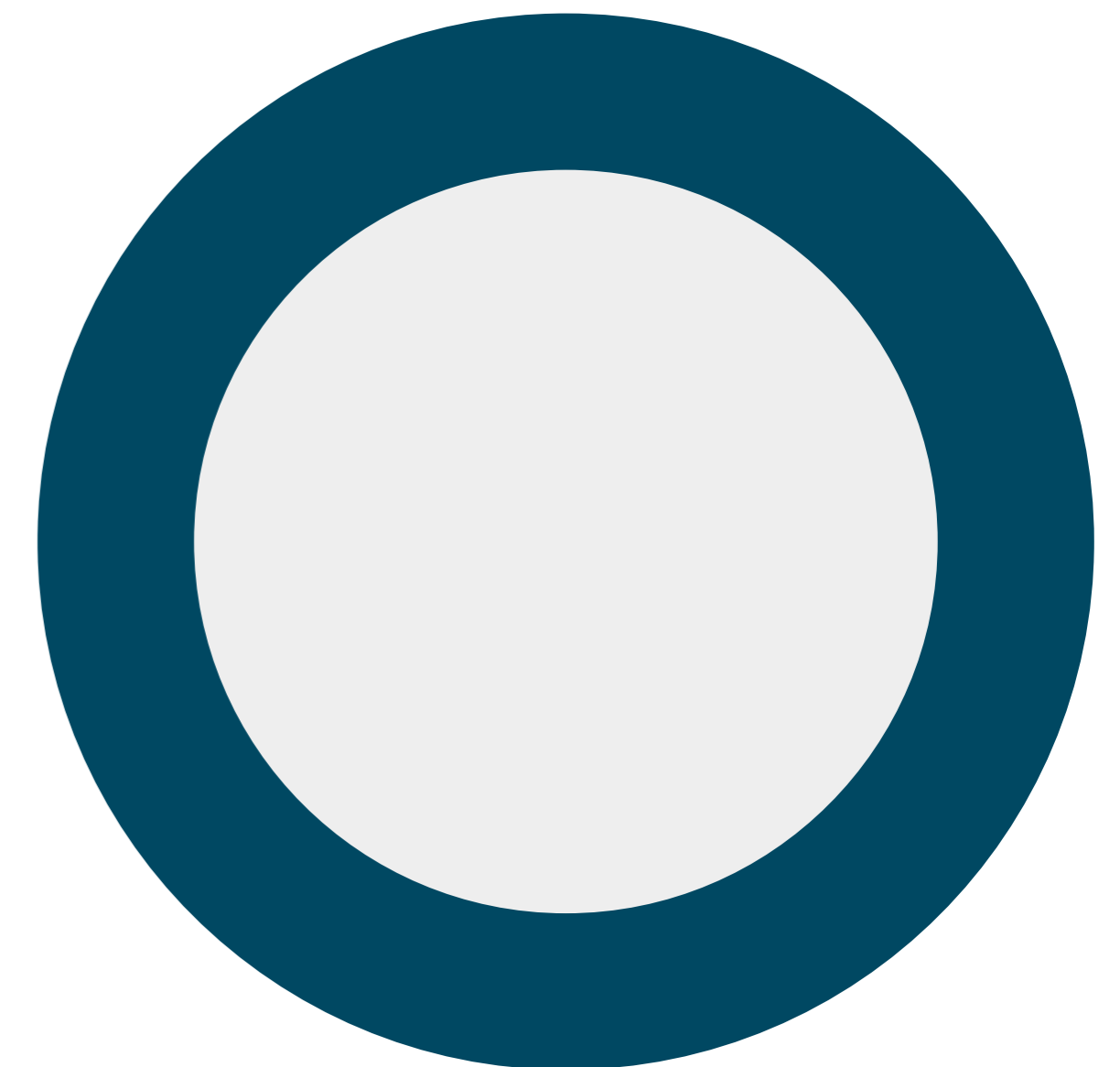


Benefits

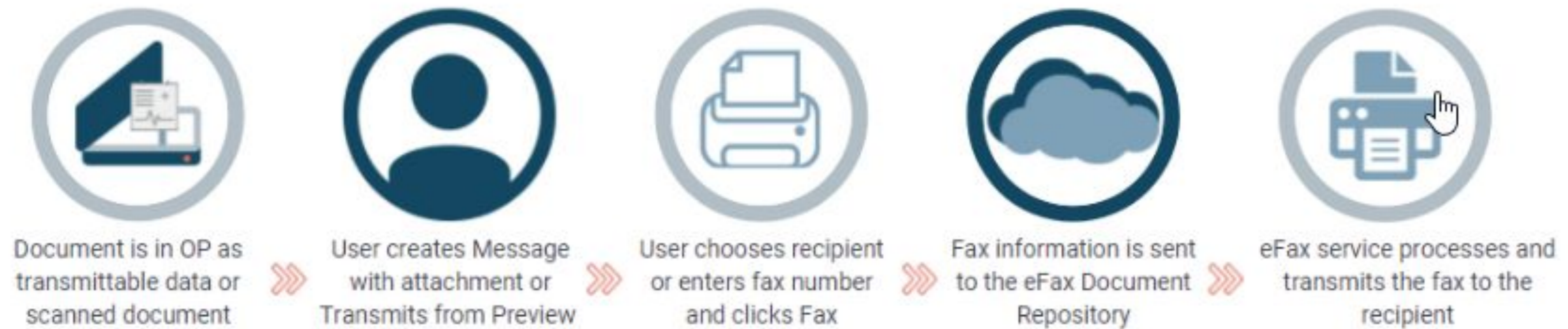


- Fax management is handled directly from the OP Message Center
- Fax notifications are received in OP's main navigation panel
- Status messages allow users to see outbound fax progression
- Anything that can be transmitted from OP can be sent via eFax
- No more "workarounds"

eFax Workflow

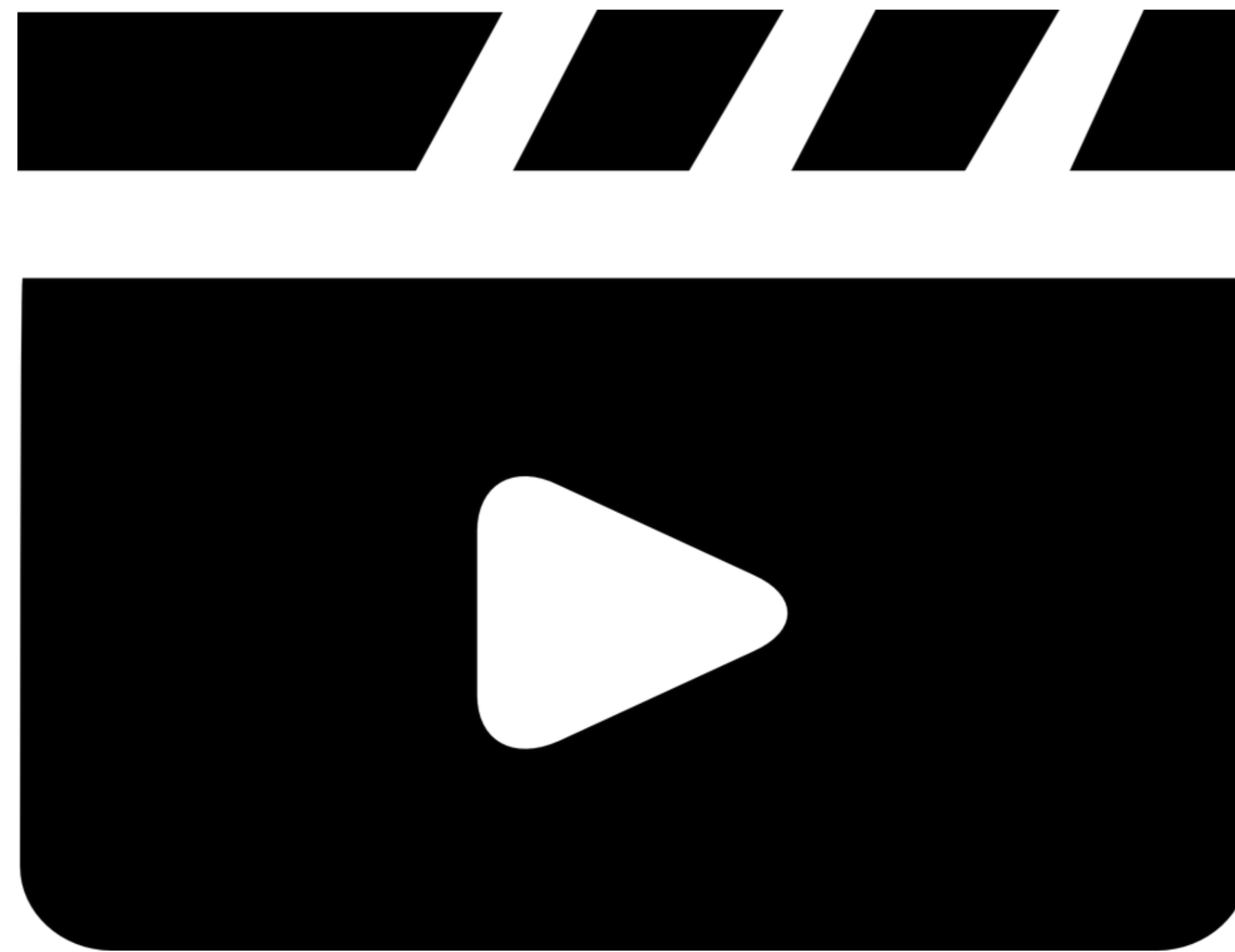


Outbound eFax Workflow Summary (Sending)



Through the latter part of this workflow, OP users benefit from real-time statuses and on-screen, detailed notifications of fax failures with the option to resend.

Outbound Workflow



Inbound eFax Workflow Summary (Receiving)



Fax received by eFax service after being sent to the practice-assigned fax number



Fax is processed and sent to users in fax-enabled OP Departments



Users are alerted in OP's Main Navigation Panel that there is an unread fax for review

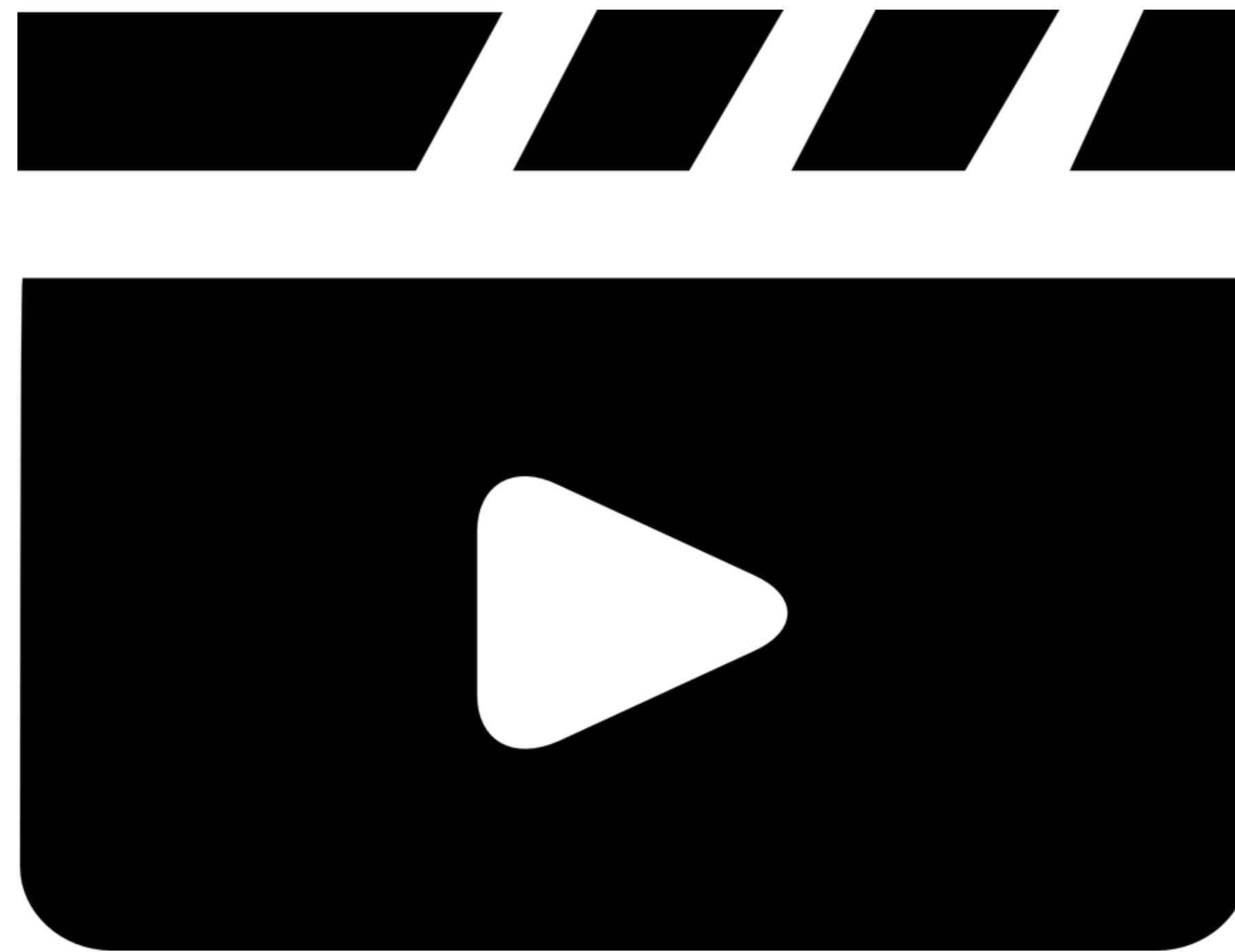


From Message Center, user launches the attachment and assigns it to patient's chart



Faxes marked "Read" are moved to the Read Faxes tab in the Message Center

Inbound Workflow




Resources


eFax Resources

Home » How To » Overview

eFax

[Subscribe](#)

 This is a contracted feature. Contact solutions@officepraciticum.com to learn how to implement this in your Practice.



Articles

[eFax Overview](#)
Learn about the benefits of implementing eFax into your OP solution!

[Getting Started with eFax \(Implementation and Setup\)](#)
Learn about the new Main Nav Panel items and Message Center tabs when eFax is enabled and how to ensure the appropriate users receive inbound electronic faxes in OP.

[eFax: Sending Faxes from OP \(Outbound\)](#)
Learn how the fax cover sheet is populated, how to start eFax messages from several different areas in OP, how to complete the Message window, and where to view eFax statuses.

[eFax: Receiving Faxes into OP \(Inbound\)](#)
Learn how inbound Fax Messages are received and attached to a patient's chart.

[eFax: Usage Report and Audit Trail](#)
Learn how to run the eFax Usage Report to view eFax page consumption for the Practice and what is tracked in the Audit Trail for eFax Messages at the patient level.



If you're interested in implementing eFax for your Practice, contact the Account Management Team at solutions@officepracticum.com.



Action Items

- ❑ Define practice protocol for failed faxes
- ❑ Working Unread faxes:
 - ❑ Who will do this and at what times?
- ❑ How to resend a fax from the Failed Fax tab
- ❑ Discuss eFax Protocols with staff

Questions





The OP Way

Providing inter-connected care that empowers practitioners and patients by providing **transformational, innovative, stable, market driven solutions.**

***Our Mission:
It's Time to Innovate Health***

