

For information about eFax pricing and contracting, contact the Account Management Team at solutions@officepracticum.com.

Phone Lines / Fax Numbers

- Can multiple users use the same fax number?
 - Multiple users can use the same fax at the same time.
- Can the fax number continue to be used on an actual fax machine once it is activated in OP?
 - Once the existing fax number is ported to OP then you will not be able to use it anymore with the fax machine.
- What if we have multiple locations and different fax numbers? Can we have more than one fax number assigned?
 - Yes, you may. Any fax numbers will be linked to the department you choose. The only limitation is that the same fax number cannot be used on a physical fax machine and within OP simultaneously.
- So, for any troubleshooting, we would basically reach out to OP vs our phone provider? Or how would that work with our telephone company? Does this just become our "new fax machine" so to say?
 - Yes, you will be contacting OP if your existing fax number is successfully ported from the telephone company to replace the existing fax machine. Unless you keep both in service with different fax numbers: one for OP and one for the fax machine.
- Does that mean our fax number would change?
 - You may port your existing local or toll-free fax number (which you're no longer be able to use this number with the actual fax machine) OR you may request a new fax number
- Can we still use our fax machine to send messages?
 - If you want to use your actual fax machine and also OP eFax - then you will have 2 fax numbers
- When we sign up for eFax, OP assigns us a fax number?
 - Our OP Team will work with our Fax Vendor to get you a Fax #.
- Do we need to still pay for the eFax line for the fax number allotted by the telephone company?
 - If you port your existing fax number to OP for eFax usage purposes then the fax machine no longer will be used with this fax number; so you will not be paying the telephone company after porting is successful, however, other fees might apply - you will have to double-check with your telephone company

Workflow & Implementation

- Can documents be signed in OP prior to faxing?
 - Yes! The document, when in edit mode, [can be signed](#).
- Is there a staging area for inbound faxes so that junk or spam faxes can be deleted?
 - Inbound faxes come in as unread fax messages. Once you review it and determine it's not patient-related, you can delete it from the Message Center.
- Can we fax multiple documents at the same time?
 - Yes, multiple attachments can be added to a Fax Message.
- Is there any page limit inbound or outbound? Black and white/Color?
 - 5 GB per document; color or black/white are both supported
- Are the faxes printable?
 - Yes
- Is there a way to fax a non-OP form out that may have been scanned into a test patient?
 - Yes, as long as the document is in OP, it can be attached to a Fax Message.
- Our practice is cloud-based and relies heavily on our internet for OP to work. What happens if we go down for some reason; does that mean we also have no access to faxes or is this something we could use through our OP Mobile?
 - Unfortunately, access via OP Mobile is not available at the moment
- Is there a way to delete a failed fax that you've re-sent? This way it does not stay on the list of failed faxes to be addressed
 - Yes, as a failure is re-sent, it's handled as a new transaction. You can archive the original failure.
- Can we please discuss how to fax a referral letter and other referral documents as ONE document vs separate pages? This is the main reason my organization doesn't eFax
 - With the new eFax feature, you would navigate to the referral/TOC and click print. From the Print Preview Click Transmit and it will pull all the necessary components for a Referral from OP. You will not need to piece the referral information together.
- Can you send Well Visit and Encounter notes as well or only things in the Document Management section? For instance, our Patient Care Coordinator sends multiple visit notes to specialists, not just things that may be in Document Management.
 - Once you initiate the Fax Message, you can add several attachments from within their native window in OP.
- If we want to fax a document that is not in OP and possibly not OP-related (ie confirming Lexis Nexus), would we have to upload it into OP first?

- Yes, the integration with the Fax Vendor is through OP, so the document would need to be uploaded into OP first.
- What does setup look like from our end on the user side?
 - The setup is minimal! It basically comes down to what Departments in OP you want to receive inbound Faxes. Your Account Manager can walk you through the process in more detail.
- How long will read faxes be available to be viewed in OP?
 - It will always be there. We have the filters under Message Center
- Once it is marked as read by a member of the team does it delete from all the other members?
 - It does not delete the transaction, it just moves to the Read Fax tab - the same workflow as other messages in OP.
- Do all faxes come into OP even if they are not patient-related?
 - Yes, with this being an integration within OP, all faxes will come into the Fax tab of the Message Center. There is no auto-matching to a patient chart, so all inbound faxes come in unassigned.
- What happens if the new patient doesn't list all of their demographic info, i.e. address/phone?
 - The same criteria regarding adding new patients to OP still apply. So if you are missing information, you will receive an error requesting that all required fields be completed for a New Patient. In terms of the fax itself, inbound fax transactions will always be available under Message Center > Unread Fax for you to link it to one or multiple patients unless you move this Unread fax transaction to the Read Fax tab. You could save documents to the "non-patient directory" and come back to them later once you have the missing info.
- Why does the main recipient say "failed" but not the CC recipient?
 - Statuses are returned per recipient, so the fax may be successful to one recipient but fail to another.

Internal Users & External Contacts

- Will every user in OP have access to view/send faxes?
 - Fax recipients are based on the Departments that you decide to have enabled for faxing.
- Does this mean all outbound fax contacts must be in our address book first?
 - No, you can manually enter the fax number.
- Will fax confirmation messages come directly to the person who sent it or will it go to anyone?
 - All the staff members that are in the eFax department that have inbound fax enabled including the staff that sent the eFax transaction
- When you put a fax number in the address book under a specific name (i.e. "Clinic"), will the subject still show the fax number or will it display the name that it was saved as ("Clinic")?

- Once you add it to the Address Book, it will take on the name you enter in the contact's record.
- If the fax is sent to multiple office staff members once one of the office staff deals with the message will it be removed from the other users?
 - Yes, to avoid duplicate work in the practice.
- What fax number does the outbound fax show?
 - After you've signed up for eFax, you may either port your existing fax number or if you'd prefer a new number, our Implementation team will provide you with one.
- If an external person is not in OP, and sends us an eFax, does it show their fax number?
 - In the Message Center, all fax tabs will show the fax number of the Sender if they are not in your OP address book.

Security & Compliance

- Is the fax vendor HIPAA Compliant?
 - Yes, OP eFax is HIPAA Compliant and SOC 2 audited.
- How can we keep documentation of this? Our current fax machine will send back a completed document, which is important for all documents, but even more important for legal documents.
 - There is a tab in the Message Center - the Sent Fax repository. That will show successful faxes, etc.
- For certain things, i.e. medical record requests from lawyers, we receive a completed confirmation. Is there a log we can print in the background?
 - Yes. Message Center > Sent fax tab will notify the user of the successful status; if the fax failed then it will appear under Message Center > Failed fax tab notifying you of the exact reason why it failed.