

**opentext™**

**Success story**

**Sydney Adventist Hospital**

**Industry**

- Healthcare

**Solution**

- OpenText™ RightFax™

**Services**

- OpenText Professional Services



# Sydney Adventist Hospital supports patient care with reliable document exchange

**Largest private hospital in New South Wales securely sends and receives medical records with OpenText™ RightFax™ connected to multifunction devices**

**Results**



**Secure, reliable exchange** of clinical information, medical records and more



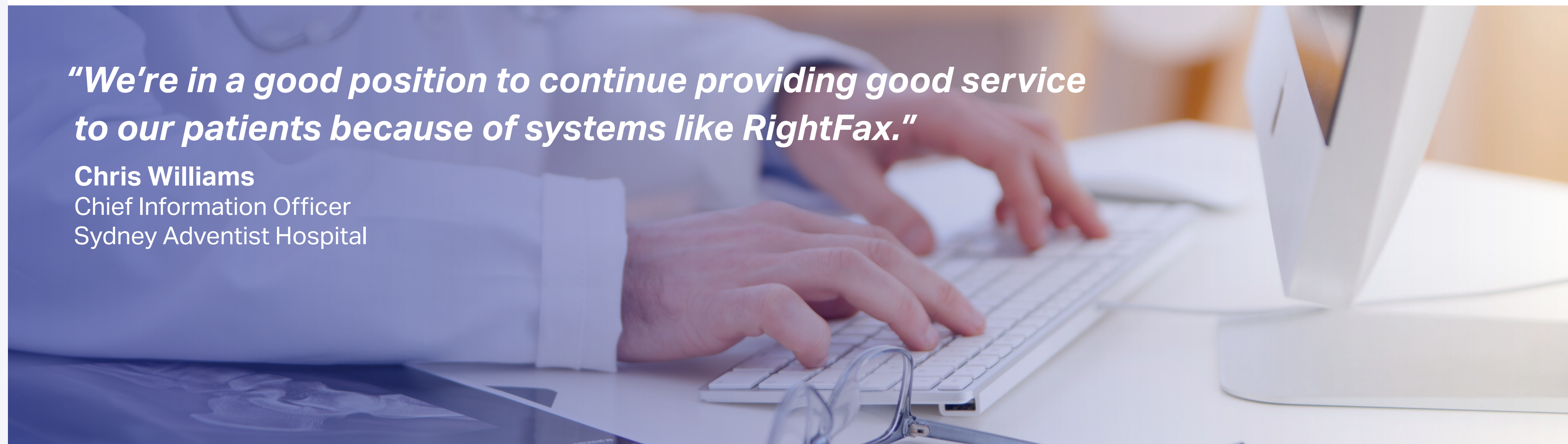
**Efficient document delivery** and distribution



**Easy access** allows employees to focus on patient care

*"We're in a good position to continue providing good service to our patients because of systems like RightFax."*

**Chris Williams**  
Chief Information Officer  
Sydney Adventist Hospital



**As the largest not-for-profit hospital in New South Wales, Sydney Adventist Hospital places caring for patient needs as its first priority. 'The San,' as it is commonly called, serves close to 200,000 patients every year. Professionals at the 550-bed facility include 2,300 staff members, 990 medical practitioners and 470 volunteers.**

### **Critical communication backbone**

After many years relying on OpenText RightFax for secure document exchange with other care providers and patients, the San views the fax server as essential to its own vitality as a service provider. ***"Without the easy transfer of clinical information through RightFax, the services we provide to external parties and ultimately the care of patients would be compromised,"*** said Chris Williams, chief information officer for Sydney Adventist Hospital. ***"Faxing is so important to us, we've got backup servers so if one fails another can take over,"*** though high reliability keeps the instances rare, according to Williams.

As funding and expertise for new systems vary, the San must communicate effectively with organizations in all stages of the Electronic Medical Record (EMR) adoption process. Patient records at the San are largely digital through its EMR system; however, other providers are in varying stages of digitization. Every day, the San sends and receives hundreds of faxes. Booking requests and patient admission details arrive from office managers. Radiology reports and other results are delivered to general practitioners and specialists. Faxes with medical history and account data even come in from patients. All material must be dispersed quickly and securely to the appropriate hospital departments and personnel.

***"RightFax distributes that information from multiple numbers going to multiple points of contact inside our organization,"*** said Williams. Additionally, hospital employees often fax important files between departments as well, since internal mail service is not instantaneous and email is not secure.

The San eliminated dedicated fax equipment and individual telco lines for document exchange, replacing fax machines with hundreds of multifunction devices connected to RightFax. ***"Gone are the days where one might have a scanner and a printer and a fax machine sitting side-by-side. All those things are rolled into one now, resulting in time and cost savings,"*** said Williams.

Fewer machines also free up space for other office essentials or staff members. ***"Using the multifunction devices becomes a very efficient and cost-effective way of having a faxing capability,"*** Williams continued. Rather than routing dedicated telephone lines to every fax machine, the San only needs an internet connection to the device for document delivery and receipt through RightFax.

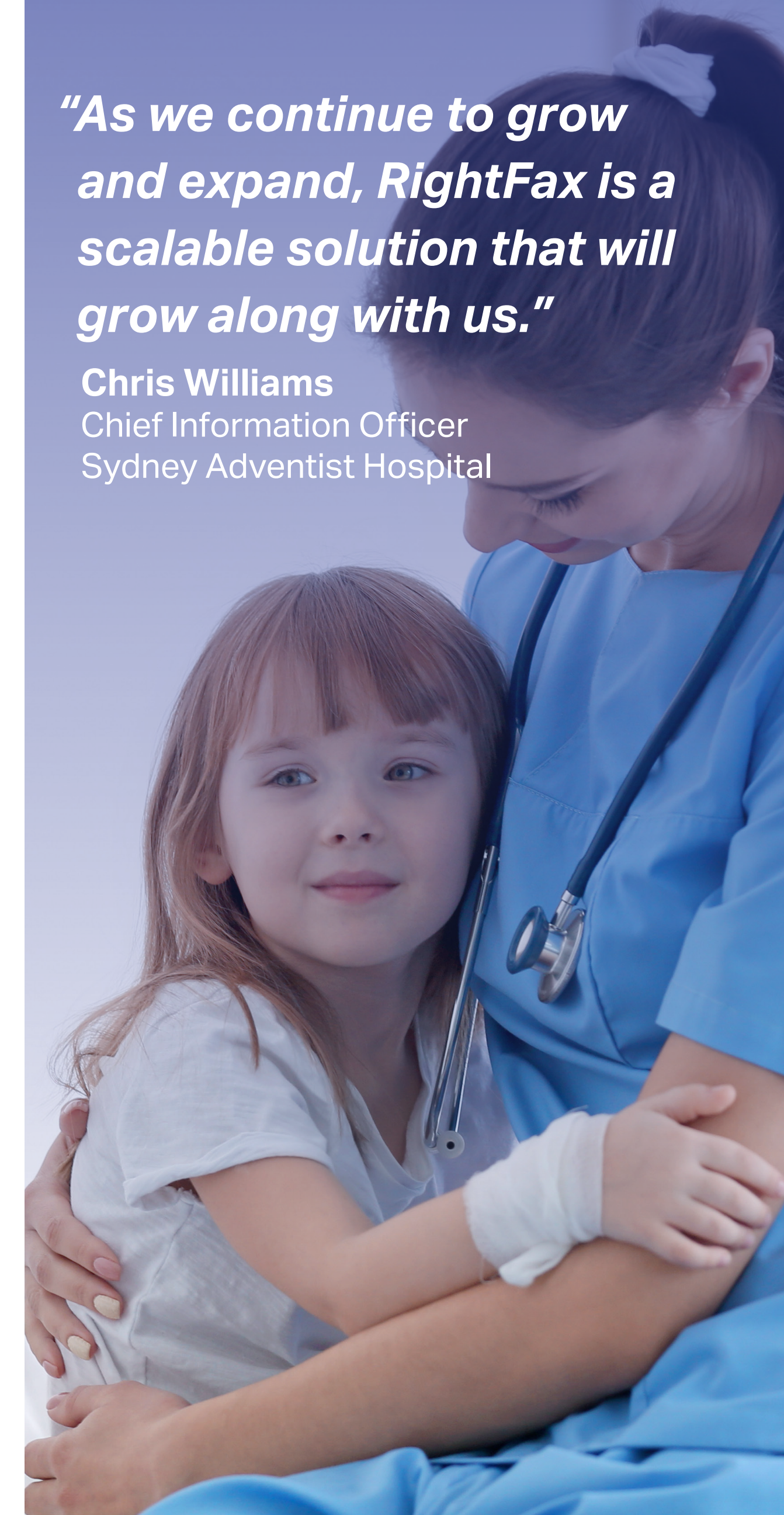
### **Secure and timely delivery**

Outgoing files are scanned or supplied electronically and faxed using pre-set contact information. As a result, user error and time related to keying fax numbers is reduced. ***"Some of the security is about being able to send the right fax to the right endpoint,"*** said Williams. Since RightFax uses numbers entered and checked within the system, it supports delivery of patient information to the appropriate medical provider. ***"It is also more efficient to send documents,"*** said Williams.

***"As we continue to grow and expand, RightFax is a scalable solution that will grow along with us."***

**Chris Williams**

Chief Information Officer  
Sydney Adventist Hospital



Checking status or confirming receipt is easy for hospital personnel through an audit trail in RightFax detailing destination and delivery time. For failures due to issues on the receiving side, RightFax automatically queues files for further delivery attempts. ***“When you’ve got hundreds of faxes to send out each day, you’re looking for an efficient way of being able to do it; but, you’re also looking for a way that you know a patient’s radiology result is going to the correct referrer,”*** said Williams.

The RightFax Integration Module integrates RightFax with the Radiology Information System (RIS) for delivery of reports. It also integrates with the organization’s EnterpriseOne ERP system for delivery of purchase orders. ***“You’ve got the full gamut of capabilities that come with an enterprise system,”*** noted Williams.

### Organized and efficient receipt

Incoming faxes are delivered directly to necessary contacts. For instance, when a booking request arrives, it is transferred to the patient services area, where both clinical and administrative personnel access it for the provision of care and for administrative and billing purposes. When needed in paper format, received faxes are printed and delivered by several document systems.

The ease and reliability of document management supports hospital service providers in all areas of patient care. Other hospital personnel working in groups not yet using RightFax are requesting deployment of the fax server. For instance, the Medical Service Department currently wades through paper to support doctors in their accreditation process. ***“The small department is pushing for the capabilities of RightFax to be able to assist them in their tasks,”*** said Williams.

### Professional partner

To design and build connections within its RightFax system, the San partnered with OpenText Professional Services.

Functionally rich products tend to increase in complexity as managers discuss options for addressing issues, according to Williams. ***“You need a vendor that is going to listen and understand the problem, then provide comment and help you put the right solution in place,”*** he advised. ***“We felt OpenText Professional Services were quite good. We formed a partnership with them and as we raised issues they worked through various options for us to recommend the best way to approach a particular problem.”***

### Future plans

Williams expects the San will continue relying on RightFax as a scalable and secure system supporting efficient, cost-effective document exchange. ***“As we continue to grow and expand, RightFax is a scalable solution that will grow along with us,”*** said Williams. ***“It is a stable system that keeps humming along quite nicely.”***

With its fax system in stable condition, Williams says IT hospital employees can focus on other issues and responsibilities, such as digitizing the hospital voice communication system. Other professionals are also empowered to focus on the hospital’s top priority, says Williams, ***“We’re in a good position to continue providing good service to our patients because of systems like RightFax.”***



### About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](http://opentext.com).

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