

# HIPAA Compliance with RightFax

## HIPAA

Most healthcare organizations comprehend the importance of Protected Health Information (PHI) and strive to never purposely place patient information at risk. However, with many healthcare providers facing time constraints tied directly to required billable hour and healthcare services, there is little time for them to be IT or legal expert. The resulting fines from a HIPAA violation or data breach can carry the power to incapacitate an entire organizations with long-lasting consequences.

### **Lowering the Risk of Healthcare Data Breaches**

With the recent rise of cybersecurity attacks, healthcare organizations know the importance of preparing for data breaches related to PHI. This means not just preparing for HIPAA compliance but developing strategies to avoid the costly disruptions and damages that can be caused by breaches.

The risk also doesn't stop at the practice. If you are an IT service provider with at least one healthcare customer with PHI or managing patient data as a Business Associate that makes you just as culpable for non-compliance penalties.

OpenText RightFax is the marketing-leading enterprise fax server solution with a long-standing history of being the preferred choice for thousands of healthcare organizations with a variety of healthcare information systems (HIS).

Using RightFax, these systems allow healthcare professionals to secure the sharing of PHI—both electronic and paper-based records and setup faxing directly from their EMR or EHR—eliminating the need to print records while keeping a complete audit trail of sent information. For existing paper-based records yet to be digitized, RightFax supports faxing from most major Multi-Function Printers (MFPs).

## Overview of HIPAA Privacy and Security Rule

The Health Insurance Portability and Accountability Act (HIPAA) is US federal legislation enacted in 1996.

Title I of HIPAA protects health insurance coverage for workers and their families when they change or lose their jobs.

Title II of HIPAA, known as the Administrative Simplification (AS) provisions, are meant to improve the efficiency and effectiveness of the nation's healthcare system by encouraging the widespread use of electronic data interchange in the U.S. healthcare system. The AS provisions also address the security and privacy of health data. The Privacy Rule standards address the use and disclosure of individuals' "protected health information" (PHI) by organizations subject to the Rule or "covered entities," as well as standards for individuals' privacy rights to understand and control how their health information is used.

PHI is any information which concerns health status, provision of healthcare, or payment for healthcare that can be linked to an individual. A major goal of the Privacy Rule is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality healthcare and to protect the public's health and wellbeing.

The Security Rule requires appropriate administrative, physical and technical safeguards to ensure the confidentiality, integrity, and security of electronic protected health information.

The Security Rule defines physical safeguards as "physical measures, policies, and procedures to protect a covered entity's electronic information systems and related buildings and equipment, from natural and environmental hazards, and unauthorized intrusion."

Failure to comply with HIPAA can result in civil and criminal penalties ranging from \$100 per violation to \$1.5 million annually.

## How RightFax Supports HIPAA Regulatory Compliance

For more than 20 years, RightFax has helped thousands of healthcare organizations around the world reduce costs, integrate systems, and increase productivity every day. RightFax integrates with almost all of the leading EMR software applications which

allows for a faster workflow process and more seamless patient servicing.

## Key Capabilities

For many providers, RightFax has proved to be a vital bridge between the paper and digital worlds as well as a platform for maintaining critical, HIPAA compliant communications between different providers. Key RightFax capabilities include:

- Fax directly from almost any desktop application, EMR system, or practice management software.
- Eliminate manual faxing processes.
- Manage confidential information in a secure, reliable, and electronic format.

In some hospitals, fax machines, either on site or in remote clinics, have become the favored means of digitizing paper and routing documents into their EMR systems. Faxing into EMRs is fast, familiar, convenient and secure.

Not all people who need access to private health records can be on the same system, so it is extremely important to be able to fax health records directly from within an EMR and receive external documents as faxes into the system. RightFax works with the leading EHR systems to ensure that faxing and document distribution is seamless.

## Delivering Protected Health Information

RightFax lets you digitize paper-based protected health information (PHI) for private, secure, and auditable electronic distribution.

For many healthcare providers, RightFax is an essential part of their regulatory compliance regime because it provides a centralized communications hub and helps restrict access to PHI.

- Offering certified and encrypted electronic document delivery options
- Recording inbound and outbound faxes for full audit trail
- Providing tamper-resistant document delivery and receipt
- Improving health information tracking and storage

## **OpenText RightFax Add-On Modules for Interoperability and Increased Security**

RightFax provides healthcare organizations with a flexible, extensible, scalable architecture and options for growth to meet the needs of all organizations, great and small. RightFax offers multiple add-ons that provide cost-effective solutions to assist in healthcare compliance efforts:

### **OpenText RightFax PDF Module**

The RightFax PDF Module allows you to easily send PDF and Postscript files as faxes. PDF is native to many of the most widely used back-office and desktop applications.

### **OpenText RightFax Searchable PDF Module**

The RightFax Searchable PDF Module uses optical character recognition (OCR) to convert sent and received fax images to searchable text. Instantly identify and retrieve the fax(es) you need by searching for keywords instead of reading through hundreds or thousands of pages.

### **OpenText RightFax Bar Code Routing Module**

The RightFax Bar Code Routing Module automatically routes inbound faxes by reading a bar code on the cover sheet or first page of a document. By minimizing user intervention, organizations will see increased productivity.

### **OpenText RightFax SecureDocs Module**

SecureDocs certified delivery uploads your files to a secure web server in your own data center, and emails a link to the recipient. With password protection and secure web, your files are safe.

To aid in security and compliance, SecureDocs also provides confirmation of receipt and an audit trail. PDF file encryption enables certified and encrypted delivery.

### **OpenText RightFax Shared Services Module**

The RightFax Shared Services Module enables two to four RightFax Servers to operate as a single unit by sharing a single database. It increases performance and capacity by distributing workload across servers. The module adds high availability through duplication of critical system functions, so it can keep running even if sites or servers go offline.

### **OpenText RightFax XML Generator Module**

The RightFax XML Generator Module allows integration with XML-based systems and applications for both sent and received faxes.

### **OpenText RightFax Integration Module**

The RightFax Integration Module ties back-end systems into RightFax to automatically deliver documents by fax, email, print, SMS, certified email, or certified and encrypted email. Delivery from Oracle, SAP, other ERP, and CRM systems is easily customizable with RightFax facsimile command language (FCL), XML, Java, and more. Delivery confirmation and audit trail data can be inserted into ERP and other back-office applications.

### **OpenText RightFax Encryption Module**

A new licensed module which encrypts all fax images in the RightFax image directory, encrypted with Triple DES 192 bit security, helping organizations achieve compliance with regulations such as PCI-DSS and HIPAA.

### **OpenText RightFax Image High Availability**

This add-on module for RightFax provides high availability for fax images stored in a SQL server to reduce the complexity and cost of a RightFax environment.

### **OpenText RightFax Remote DocTransport Server**

This simple hardware solution connects to your existing RightFax infrastructure to extend fax capabilities and telephony presence to remote offices, which is perfect for companies with expensive overseas IT costs.

### **OpenText RightFax Connector for Microsoft® Exchange®**

The RightFax Connector for Microsoft Exchange enables users of Exchange Server to conveniently send, receive and manage faxes into Microsoft Outlook and fax from Outlook, and review the real-time fax status of a transmission. Users can organize faxed documents in Outlook, and companies can optionally archive them via Exchange.



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**About Advantage**

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

**opentext™** | Partner  
Distributor

**opentext™** | Partner  
Reseller Platinum

**opentext™** | Partner  
Support