

Sfax™ Frequently Asked Questions

Q. Isn't it more expensive to use Sfax versus my fax machine?

A. Sfax has reduced our Customers fax costs by up to 80% when they switch to Sfax versus a manual fax machine. Just think about your raw costs of paper, toner, ink and the inefficiencies of time to actually use a manual fax machine. (Review cost study on the web page).

Q. My Physician still likes paper can I print up the faxes once I receive them in Sfax?

A. Absolutely. Sfax can continue to support your workflow and processes. In fact, Sfax can be configured to print out faxes sent to a specific fax number and/or print out faxes that come from a particular company.

Q. Do I have to change my fax number?

A. No, it is not necessary to change your fax number. Initially, you will want to keep your current fax number(s) to make sure that you get faxes that are sent to you by those that have your current fax number. The easiest way to do this is to call your phone company and have them forward your current number to one of your new Sfax numbers that we provide. Over time you may want to phase out your old fax number and replace it with your new Sfax number(s). This will give you time to get the word out about the new number(s) you will receive.

Q. Can I only use Sfax on my computer?

A. No, Sfax is web based so anywhere you have internet access with any computer, you can access you Sfax account.

Q. When I use Sfax can I finally get rid of my fax machine?

A. Most of our Customers use Sfax exclusively however a few Customers still keep one fax machine in their office in case they have a piece of paper that needs to be faxed immediately or they need to fax paper documents to their own Sfax inbox.

Q. We still are a paper office, how do I fax a document out that is not on my computer?

A. You can either scan the paper document onto your desktop or you can fax that piece of paper to your own Sfax number. That document is now in Sfax and you have all the other benefits such as being able to view, route, store and search that document.



Tel: (469) 744-2777

Email: spostlehda@gmail.com

<http://securecarefax.com/hcda>

Q. Is Sfax an EMR?

A. No this is not a charting system this is an EFR (Electronic Fax Record) to manage your faxes. Physician Practices that are not currently using an EMR benefit greatly from Sfax because they are now receiving all that documentation electronically and when they do convert to an EMR they don't have to scan as much paper.

Q. Can I export Sfaxes to another application such as a document management system or EMR?

A. Yes. Sfaxes can be saved or exported as a PDF or TIFF image then moved into another application.

Q. Can I fax directly out of my EMR if Sfax is not integrated with this application?

A. Yes you can. We have a fax print driver for individual computers or for Citrix networks which will allow you to send a fax directly from any application without the need to save it as a document.

Q. My current EMR has faxing, why do I need Sfax?

A. If the fax solution is integrated into your EMR then your faxing needs may be covered. If however you are just using a fax server or another Internet based fax service then you will want to evaluate Sfax.

Q. How is Sfax different from other Internet based fax services or buying my own fax server?

A. The key differences are:

Sfax is out of the box HIPAA ready (password authenticity, 128 bit encryption, SSL3). Other Internet fax services are generally fax via email. Healthcare users cannot send or receive patient health information (PHI) via email due to a lack of security and HIPAA regulations. Sfax has built in workflow to manage your faxes (annotation, cc, audit trail, and search). Sfax has digital signature included to sign your faxes online (Sfax's parent company is a Digital Certificate Authority).

When it comes to fax servers besides the issues above you will also require more internal resources. You will need to purchase fax boards, fax software, fax servers, and additional phone lines to make it work. You will also need to have someone install, manage and keep it up to date with the latest software. You may also have additional support costs and Telco charges.

Q. I want to purchase Sfax. How long is the contract?

A. Sfax is sold on a monthly subscription basis and there are no long term contracts or cancellation fees.

