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Case Study - Westchester Health

Company Profile



Westchester Health represents a multi-specialty group of roughly 80 doctors who pooled their resources to provide patients with a unique, 360 degree healthcare approach. It has more than 30 offices covering 16 medical specialties. The combined, doctor-run practice employs more than 260 people serving more than 100,000 patients throughout the southeastern New York State area.

The Challenge

"The NextGen EMR system had an inbound fax capability but we wanted some additional flexibility and functionality. Incorporation of MyFax into the NextGen system was quick and flawless. It was able to integrate seamlessly into our EMR system and MyFax's extensive management capabilities sold us immediately."

Dr. James Catanese
Cardiologist at Westchester Health

In order to serve its patients better, Westchester Health brought in the NextGen EMR system through MedAllies, a local VAR specializing in medical information technologies. While NextGen has some built-in fax management capabilities, Westchester Health wanted some additional flexibility and functionality. Faxes are important to healthcare providers because HIPAA laws do not allow patient-related information to be sent via email. They sought an alternative that would make it easier to move faxes into the system so they can be attached electronically to the proper patient charts.

The Solution

MedAllies had faced this challenge before, so they recommended that Westchester Health move to the MyFax Internet fax service.

"MyFax was able to integrate seamlessly into our NextGen EMR system," says Dr. James Catanese, a cardiologist who also directs the IT initiatives at Westchester Health. "We were looking for a solution where all 30 offices could have their faxes in one repository, as if it was one big office instead of many separate ones. Giving each office its own fax number made it easy to route faxes internally between doctors and share them between offices, all while giving each office control over its own faxes."

The Results

Moving to MyFax has helped Westchester Health meet HIPAA compliance while reducing the amount of time required to manage and share documents. The right documents are always attached to the right patient files, and on the whole the group has reduced its paper consumption. By eliminating paper faxes, MyFax has also helped drive wider adoption of the entire NextGen EMR system.

"Our doctors are now spending more time on the EMR and relying on it more, which keeps us advancing in the direction we want to go," says Dr. Catanese.



About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium, and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America and Europe, including the United Kingdom, to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 15,000 new customers subscribe to MyFax each month. Additional information is available at www.myfax.com and www.myfax.uk.com.

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