



Good Wasn't Good Enough for Heartland Health's 35 clinics, 3,000 employees, and 25,000 patients.

It Was Time To Streamline and Move To Greatness . . . Securely. Compliantly. Efficiently.



Customer Challenge

Business Need

The Heartland Health Business Plaza (HHBP), along with the East and West locations, send and receive a high volume of faxes on a daily basis. HHBP dedicated valuable resources and time to standing at the fax machine waiting for confirmations or checking for received faxes. Received patient information was manually processed. Manual faxing was costly, inefficient and did not meet the Health Insurance and Portability and Accountability Act (HIPAA) standards for security. They needed a solution that would improve productivity and enhance document security, and meet their goals to become a more paperless environment.

IT Issue

With an average of 770 outbound fax documents and 1,018 inbound faxes on a daily basis, HHBP was managing more than 35,750 inbound and outbound fax pages per month. Faxes received needed to be imported into patient Electronic Medical Record software (EMR) and the current process required manual scanning of the document for import. Managing the repair and maintenance for individual fax machines was tying up vital IT resources. Creating a secure environment for individual fax machines, to meet HIPAA requirements, was increasingly difficult. They needed a streamlined, automated solution that could easily be implemented across the organization – instead of a per user basis – and would provide role-based access for increased security. A detailed audit trail was a must.

Stream & Xerox Solution

Xerox recognized the opportunity and engaged Stream to present an automated, efficient, secure method of sending and receiving patient information. Stream presented the project team with Stream Fax to provide desktop faxing directly from email, as well as scan-to-fax directly from Xerox multifunction devices. With Stream, received faxes are sent to a network directory for importing into the EMR software, eliminating the manual process. It was easy for HHBP to realize the benefits including automated processes, speed of delivery, enhanced security and audit trail. Elimination of phone lines, fax machines, consumables and associated faxing costs allowed immediate savings, with a significant ROI in the first year.

Success Snapshot



Size: 35 Clinics, More Than 3,000 Employees & More Than 25,000 Members

Profile: Founded in 1984

Software and Services: Stream Fax, Alert & Connect

Vertical Industries: Healthcare: Health Plan

Country/Region: 21-County Area of Northwest Missouri, Northeast Kansas & Southeast Nebraska

Business Need: Improve Productivity & Reduce Costs

IT Issue: Streamline Processes & Enhance Security

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