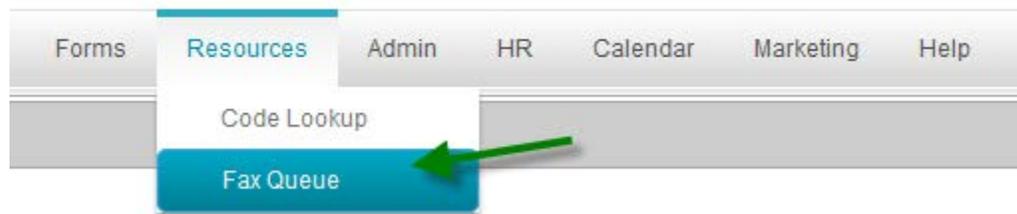


Best Practices - Fax Queue

MedSoft offers all clinics an "Auto-Fax" feature. This feature can be turned On/Off in the Admin -> Configuration window, under the "System Config" tab. If turned on, MedSoft will automatically add to the fax queue all examinations upon the therapist clicking "Complete" on an exam.

MedSoft's Fax Queue is accessible through the "Resources" link in the Menu Navigation Bar. The fax queue allows you to check on the status of sent faxes and to manage whether faxes have been returned.



The Fax Queue has 3 tabs: Document Queue, In Progress Faxes, and Completed Faxes.

The "**Document Queue**" tab shows any exams that have been completed that have not been sent. If Auto-Faxing is turned on, these exams will be automatically shuffled to the In Progress tab. If Auto-Faxing is not turned on, this screen is where users can manually send faxes.

The "**In Progress Faxes**" tab shows any current faxes. When faxes are sent from the documentation screen, a notification will show up in this queue.

- If the fax is successfully sent, the user will get a confirmation email. The fax will no longer show up on the Pending Fax Queue; it will move to the Completed tab.
- If the fax attempt was unsuccessful, an additional attempt will be made with the next fax run approximately 5 minutes later. MedSoft will attempt to send the fax 7 different times before sending the user a failure notice. If the 7th attempt is unsuccessful, the user will get an email indicating that the fax failed. That fax will stay on the Pending queue tab, with a button to Retry or Delete. "Retry" will begin another series of 7 attempts.

In Progress Faxes		Completed Faxes							
Submitted Date	Recipient Name	Patient Acct Num	Patient Name	DOS	Fax Number	User Submitted	Current Status		
12/7/2015	Brandon Sharp	15-00033	Jane Doe	10/14/15	(615) 828-2712	Physician1 Physician1	Pending		

Showing 1 to 1 of 1 entries

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The **"Completed Faxes"** tab allows users to manage faxes that have been successfully sent. Users can search for faxes sent in any time frame, and use the filter box to narrow the grid results by any data in the grid (for example, patient name, or user who submitted the fax request). The right-most column shows the "return status" for a fax. This column and corresponding drop-down box are used to manage the status of sent faxes. This Return Status box will automatically default to "Pending." If users are waiting on a sent fax to be returned, the status should remain "Pending." Once a sent fax has been returned back to the user/clinic, the status should be updated to "Returned." If the sent fax does not need a return fax, the status should be updated to "Not Needed." Utilizing these status drop-downs will help users to easily manage the workflow of their faxes.

In Progress Faxes		Completed Faxes						
Date From: 2/1/2016		Date To: 2/8/2016		Search				
Show 10 entries								Filter:
Submitted Date	Recipient Name	Patient Acct Num	Patient Name	DOS	Fax Number	User Submitted	Fax Status	Return Status
2/4/2016	Brandon Sharp	15-00033	Jane Doe	10/14/15	(111) 111-1111	Physician1 Physician1	COMPLETED	Returned
2/4/2016	Brandon sharp	15-00033	Jane Doe	10/14/15	(999) 999-9999	Physician1 Physician1	COMPLETED	Not Needed

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