Faxing

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Version 20.16

About

A fully-integrated and secure eFax solution is available by contract with OP. Visit **eFax Overview** to learn about this solution and to see a high-level overview of the Inbound and Outbound Fax workflows.

If, however, you prefer to use a third-party application or non-integrated service, the workflows typically involve workarounds such as:

- Mapping a printer to allow a user to "print to fax" in order to send Outbound Faxes
- Leveraging a shared network drive to store Inbound Faxes in a centrally shared folder where OP users import the fax into OP

Please contact your IT Professional to set up your Computer-Based Fax system.

Version 20.15

Faxing

At this time no integrated fax interface is built into Office Practicum. While no interface exists there are several third party applications and services which can map most fax services as a printer allowing a user to "print to fax" in order to send outgoing faxes. Incoming faxes are typically handled by way of a shared network drive, whereby incoming faxes are stored in a centrally shared folder and users of OP are then able to import the fax into Office Practicum. Please contact your IT Professional to set-up your Computer-Based Fax system.

Provided are links to Microsoft's website on how to enable and configure the Windows Server 2008 fax server service. This embedded service allows the server to receive incoming faxes and store them in a central folder store. Additionally the Fax Server role allows the mapping of a fax printer driver on all network attached computers, this fax printer will enable a user of the computer to print to fax and OP report / document.

- **Overview of Fax Server and Fax Service Manager**
- **Checklist: Install, Configure, and Get Started With a Fax Server**
- **Fax Server Role**
- **How do I install Microsoft Fax services on Windows Server 2008?**

After Having a Computer-based Fax Function Set Up Correctly on your Computer

1. Locate the item you would like to fax, i.e., a prescription, report, letter or other document.
2. Click the **Print** button.
3. If your printer settings are set to Preview, a Print Preview screen will open. Click the **printer icon** in the toolbar at the top of this screen.
4. When the print window opens, select your **fax option(Photo Quality)** instead of your **default printer**.
5. Click **OK**. A fax window will open.
6. Enter the name and fax number of the recipient.
7. Click the **Send** button. Depending on your faxing program/service, this may open a cover page (which will be a blank page) where you can enter comments, if desired.
8. Once you have completed your message on the cover page, click **Send** again.

9. A WinFax window will open, displaying the progress of the fax.

Downloading Fax Documents into OP 14

To download fax documents:

1. Click the **Input box** in the OP smart buttons.
2. At the top left of the Input Scanned Items window, click on the **Input > Import**.
3. The **OPEN** - Select a file window will come up.
4. In Look in: select the drive where the folder is that stores the downloaded faxes.
5. Select the folder where they are stored in by double clicking that folder.
6. Choose the file you want to import to the Sketch Folder and double click it.
7. This should put that file in the File name: box.
8. In the Files of type: box, use the drop down box to select TIF files.
9. Click the open button and the fax will be moved to your Sketch Folder.
10. You can then scan it into the Patient Chart.