hostopia®

Enterprise Fax for Healthcare Providers:

Traditional fax machines have been used in healthcare for decades and are a familiar technology to most healthcare professionals, but cloud fax has emerged as an alternative solution that offers several benefits over traditional fax machines primarily due to its security, simplicity and scalability.

Healthcare providers are embracing cloud fax as it lowers capital requirements and eliminates the need for buying hardware, software and maintaining your fax infrastructure, resulting in cost savings. Cloud fax can be easily integrated with existing fax processes, streamlining workflows and reducing errors.

Cloud faxing is known for its encryption and enhanced security measures to bring into alignment with the healthcare industry's strictest data security and privacy rules including HIPAA compared to traditional fax which is more susceptible to breach of privacy.

The retention of medical records has never been easier since all information gets stored securely on the cloud. This means that healthcare practitioners can access patient information and transmit important medical documents quickly and easily, even when they are not physically present in their office or at the hospital.

Healthcare practitioners have enough on their plates without the headache of a complex fax system. Cloud faxing helps future-proof as it can scaleup to meet the needs of the growing healthcare industry, without the need for additional hardware or infrastructure. As a result, many healthcare organizations are transitioning to cloud faxing to improve efficiency and reduce costs.

Security and Compliance

- We own and operate a best-in-class Uptime Institute Certified Tier III data centre featuring SOC 1, 2, and 3 Type I and II, PHIPAA, HIPAA, PIPEDA, PCI DSS, and ISO 27014-18 certifications, ensuring compliance and security best practices throughout our organization
- Encryption: All Fax data is 256 AES-encrypted at rest and accessed through a Secure Socket Layer (SSL) web portal for protection of sensitive data
- Transport Layer Security (TLS) supported for any fax accounts that are configured route received faxes over email

Number Portability

- Keep existing numbers by porting them over
- Dedicated team to assist in large number ports
- Periodic porting of Fax numbers can be accomplished within Enterprise Admin Portal

Support Service Desk

- 24/7 365 technical support in English and French.
- Agents that have access to fax services platform to address any product issues, issues relating to configuration or API requirements or enhancements requests