

The Leader in Report Distribution for Healthcare

The healthcare industry relies on providers having timely information for efficient workflow and a high level of patient care. Typical means of report delivery do not meet the standards of today's hospitals, as reports are often delayed and don't account for delivery and timing preferences.



The Solution

The Communication Director™ platform is the proven system for routing reports and information to a wide range of destinations in the healthcare industry. Users send reports to a virtual printer, and SmartRoute intelligent routing determines the appropriate recipient and delivery preference. Reports can be delivered in a variety of ways, including: fax, e-mails, printers, smart phones, and file transfer. Additionally, Communication Director can be set up to automatically send pager alerts notifying physicians of any critical elements within the report. The result is that hospitals and physicians both benefit from a fast, efficient, and reliable communications environment. From single departments to entire organizations, Communication Director can be configured to meet your unique requirements, and to work with a broad range of health information systems.

SmartRoute

SmartRoute is a delivery method that accepts reports from host systems across your organization and delivers via e-mail, printer, fax, PC, pager, PDA, FTP, secure FTP, or Windows file copy. SmartRoute extracts key information from a report; determines if, how, and when the report should be delivered; and then delivers based on the unique requirements of your recipients. The system automatically delivers a large volume of reports and information, and it provides an accessible audit trail.

With SmartRoute, deliveries can be sent immediately or scheduled for delivery at a later time. The system can also generate multiple deliveries from one report. For example, one copy can be faxed to the ordering physician, and that same copy can be network printed to the attending physician along with a pager notification regarding a panic value on the report.

Demand Fax

DemandFax integrates with the demand fax functionality of the MEDITECH MAGIC system. During use, the Communication Director platform sends messages back to the host system regarding delivery status. DemandFax provides on-demand faxing from almost any Windows application, including host systems such as MEDITECH Client/Server, and supports terminal services/thin client capabilities.

Inbound Fax management

Inbound Fax Management delivers incoming faxes via e-mail, file transfer, network printer, or any other SmartRoute delivery option. It delivers faxes based on the fax number that the sender dialed. When a fax transmission arrives, Communication Director queries the database to find out whose fax number was dialed, then determines how that person prefers to receive faxes.

Key features:

- SmartRoute technology extracts key information from a report; determines if, how, and when the report should be delivered; and then delivers based on the unique requirements of your recipients
- Enables report delivery via e-mail, printer, fax, PC, pager, PDA, FTP, secure FTP, or Windows file copy
- Can automatically send report notification via pager
- Alert functionality notifies providers of abnormal conditions
- On-demand faxing from almost any Windows application, including MEDITECH MAGIC and Client/Server
- Inbound fax management

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