



Communication Director and MaaS

Getting Started Guide

Forward Advantage has partnered with MEDITECH to offer Communication Director®, a faxing and report distribution solution, as part of the comprehensive MaaS offering.

As your MaaS project advances, Forward Advantage or your MEDITECH representative will be in contact to provide more details about implementing Communication Director.

We look forward to working with you!

Overview

Explore below for information on the Communication Director features included in your MaaS subscription.

Automated Report Distribution and Faxing

Communication Director can handle your enterprise-wide needs with:

- Electronic desktop faxing
- Integrated, on-demand faxing from MEDITECH Expanse
- Automated, intelligent report distribution via SmartRoute technology
- Inbound faxing capabilities
- Multiple delivery modules (MaaS includes email, network printer and fax)
- Cloud-based faxing/e-faxing (CloudFax Connector)

Features Included in MaaS

Fax, Email and Printer Delivery Modules

Communication Director can send automated deliveries via fax, email and printer.

Inbound Fax Management

Inbound Fax Management for Communication Director securely and electronically routes inbound faxes to the appropriate destination via network print or email delivery. Communication Director receives an inbound fax, reviews the number dialed or the sender's number, and delivers the fax according to the rules in the Communication Director database. Receiving faxes electronically enhances privacy and reduces the expense of physical fax machines, paper and toner. Furthermore, your organization is better protected with the assurance that faxes are securely and efficiently routed to the correct recipient or destination. You can manage and monitor inbound fax deliveries in the same manner as outbound fax deliveries in Communication Directors System Activity Monitory (SAM).

Automated Report Delivery (SmartRoutes)

Communication Director utilizes SmartRoutes to extract key information from a report and automatically determine if, how and when the report should be delivered based on the unique requirements of your recipients. Common uses for our automated SmartRoute technology are in the Lab, Radiology and Medical Records departments.

On-Demand Electronic Faxing

Communication Director includes API integration with MEDITECH Expanse for on-demand faxing directly from MEDITECH.

Communication Director licensing included with your MaaS purchase also provides for unlimited DesktopFax users. DesktopFax allows users to send faxes directly from MEDITECH or any program that uses windows printing. DesktopFax includes individual as well as shared phonebooks and cover pages to ensure your staff can fax to the correct recipients. Plus, you get the added benefit of auditing in the System Activity Monitor.

Auditing and Tracking

The System Activity Monitor (SAM) includes built-in analytics, dashboards and audit capabilities in a browser-based format for easy access to the data you need.

Troubleshoot, view, and monitor activity from any workstation:

- Easily manage requests for alternate delivery methods by redirecting transactions to any available delivery module
- Automated failure notifications can be sent to a printer or email address
- Dashboards offer quick visualization and fast analytics
- Analyze volume activity and data

Cover Page Editor

The Communication Director cover page editor provides an easy-to-use tool that allows users to create their own custom cover pages for DesktopFax and SmartRoute. Utilizing a familiar Windows-style user interface, users can add logos, confidentiality statements, callback information, etc. to create their own unique templates.

Automatic Recipient Database Updates from MEDITECH

The Profile Manager Interface automatically updates the Communication Director database via a report generated from your host system, adding new recipients, updating existing ones with new or changed information, and eliminating the need to manually update the database for most changes.

Role-Based Access Controls

Access Controls support your HIPAA initiatives by providing role-based access to administration tools, configuration tools and audit logs. With Access Controls you have the ability to restrict the viewing of the activity log based on the source of the information.

CloudFax Connector (e-faxing)

The CloudFax Connector allows cloud fax transmissions via an API connection between server-based Communication Director and our cloud fax services without the need for a digital gateway, faxboard or phone lines. Built on a platform with dual redundancy, our cloud fax service has a high deliverability rate and ensures faxes will be delivered in the event of a carrier or infrastructure issue. To accommodate variable faxing volumes, cloud faxing scales limitlessly and does not have the same fax channel capacity limitations as traditional faxing.

Estimating Cloud Fax and SmartRoutes Usage in MaaS

- Cloud fax: Cloud fax offers increased simplicity and reliability compared to traditional phone lines or FoIP. Refer to your MaaS contract for limitations and fees.
- SmartRoute: A SmartRoute is a template used to extract key information from a report. There is typically a 1:1 relationship between each SmartRoute and a report type. The number of SmartRoutes you will need depends on your use cases and report types.

Reach out to your MEDITECH Rep for information for cloud fax limitations and fees and the number of SmartRoutes included in your MaaS subscription.

Feel free to contact us if you have questions about your fax volumes or the number of SmartRoutes you will need for your organization.