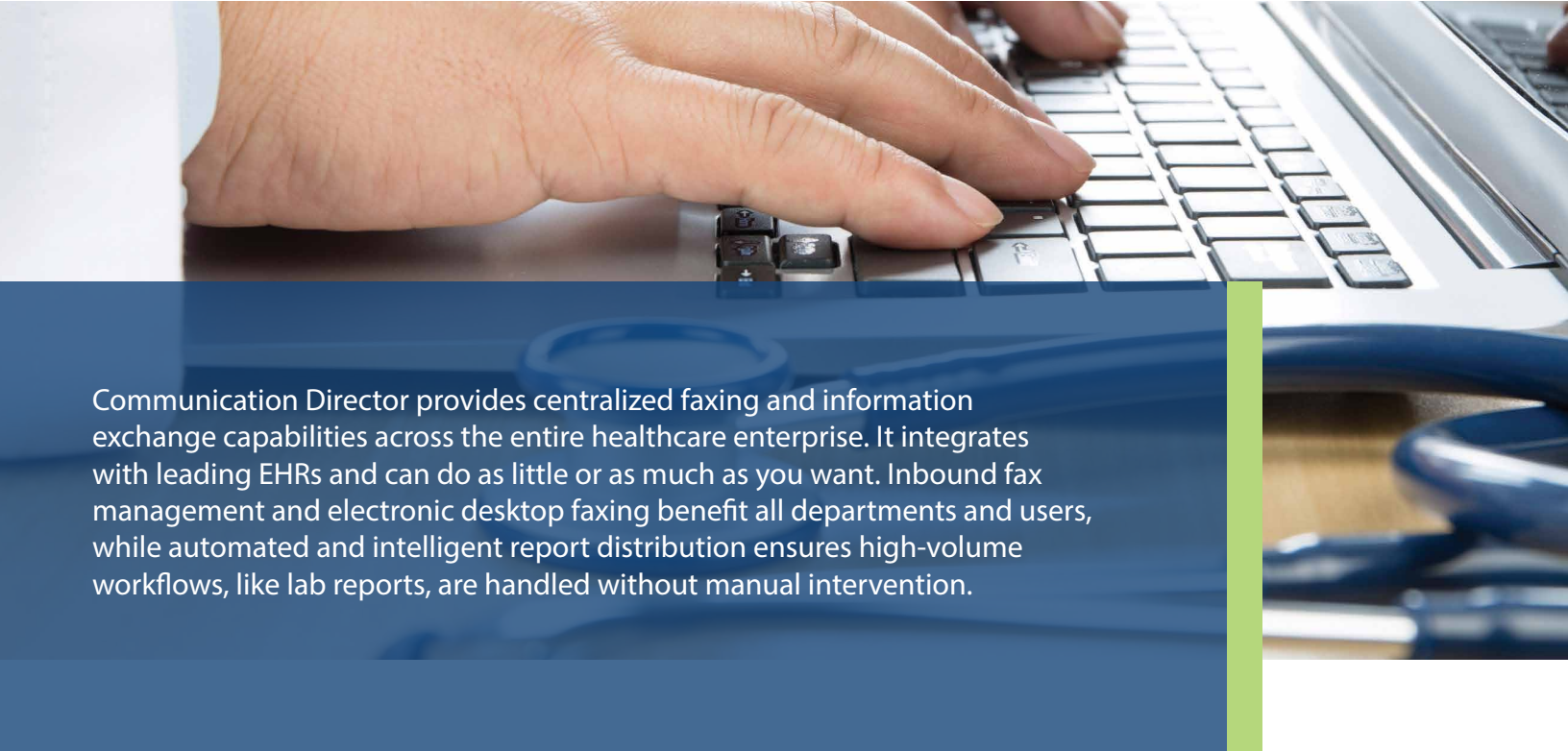# Communication Director Platform

Integrated Faxing and Intelligent Report Distribution

Communication Director provides centralized faxing and information exchange capabilities across the entire healthcare enterprise. It integrates with leading EHRs and can do as little or as much as you want. Inbound fax management and electronic desktop faxing benefit all departments and users, while automated and intelligent report distribution ensures high-volume workflows, like lab reports, are handled without manual intervention.

Electronic Desktop Fax

EHR Integrated On-demand Faxing

Automated Faxing

Intelligent Inbound Fax Routing

Communication Director offers a combination of standard, customizable and optional features so you can create a solution to fit your unique needs.

Paperless Desktop Faxing

Fax from your EHR/EMR, Email, and Windows Applications

With Communication Director, easily send and receive faxes directly from your desktop without printing or scanning.

EHR Integration
Fax directly from MEDITECH or Epic with fax status sent back to the EHR.

Email-to-Fax/Fax-to-Email
Communication Director can send faxes from Microsoft Outlook®, Google Gmail and most IMAP/POP3 email systems. Faxes can also be received as attachments in email.

Windows Applications
Fax from any Windows Application using the Communication Director DesktopFax application. It's as easy as selecting the print command and Communication Director from the list of available printers. Users can choose a recipient from a preconfigured personal phonebook or phonebooks shared with co-workers.

Intelligent Inbound Fax Management

Automate the distribution of incoming faxes with Inbound Fax Management. 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. The correct recipient receives the fax via network print, email or SFTP.

You can manage, monitor and audit inbound faxes along with outbound deliveries in the Communication Director System Activity Monitor.

Intelligent, Automated Deliveries

Let Communication Director do the work with intelligent and automated delivery of information inside or outside your organization. Communication Director offers options to meet the needs of your unique workflows and includes auditing capabilities.

High-Volume Report Distribution:

- SmartRoute technology extracts key information from reports to automatically determine if, how and when the report should be delivered
- Recipients can have unique delivery preferences like delivery method and delivery time

Automate the delivery of results and reports from:
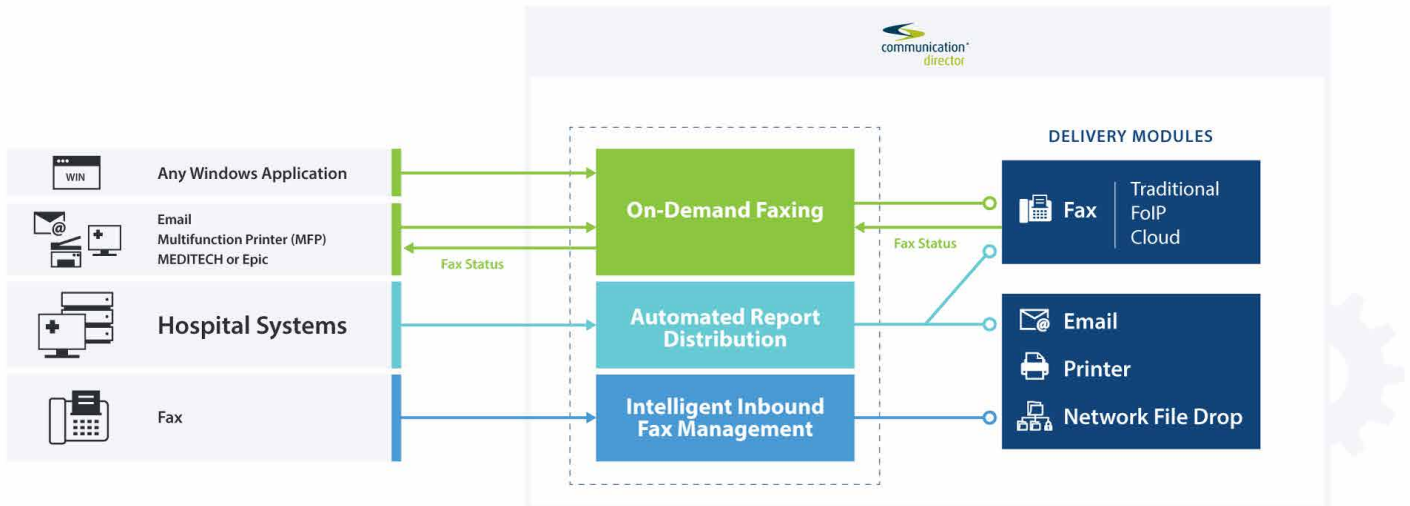
Lab	Materials Management	Radiology	Medical Records	Pharmacy

Some features described in this brochure may require the purchase of add-on modules and may not be included in base Communication Director functionality.

How it Works

Benefits of an Enterprise-Wide Information Exchange Platform

Consolidated Communications

Consolidate faxing across all departments, facilities and use cases for unified analytics. One solution for all care delivery and business needs reduces costs and resource needs.

Manage the most common communication workflows in one application.

Role-Based Access Controls and Auditing

Administrators manage users, set access, permissions, security settings and audit delivery statuses.

Browser-Based

Intuitive and easy to navigate browser-based platform.

24/7 Service Support

Expert technical support staff and a Customer Portal for online ticket management.

Streamline Workflows

Eliminate user intervention and streamline workflows with SmartRoute technology that automatically distributes reports via fax, email, internal and external printer and more.

Tailored for Healthcare

Inherently built to accommodate HIPAA regulations and the unique information distribution needs of healthcare systems and professionals.

Flexibility of Cloud-Based Fax and/or Traditional Fax

Choose traditional fax, FoIP, cloud-based fax or a combination via the CloudFax Connector. With this hybrid model, use cloud-based faxing with high reliability and on-demand scalability for all your faxing or just a portion.

Customizable to Meet Your Needs

Add on any of the optional modules to make Communication Director the only system
you'll need for faxing, report distribution and downtime reporting.

MEDITECH and EPIC Integration

Fax directly from MEDITECH or Epic with fax status available directly in the EHR.

Direct Module

Send information by Direct messaging standards.

DeliveryPlus Module

Flexible, automated internal and downtime report distribution. Automatically send reports like:

- Daily or weekly new hire report
- Ambulatory pending orders list
- Transferred employees and name changes
- LIS requisition order management log
- Daily census
- AR reports

File Transfer Module

Transmit report files across your network via File Transfer Protocol (FTP), secure FTP, SFTP or the network file copy mechanism.

File Pick-Up Module

Allows for automated distribution of plain text and readable PDF files that contain images and/or graphics from systems such as Philips Xcelera, Fuji Synapse, SAP Business Intelligence and Elekta MOSAIQ Oncology.

SmartAlert

Avoid delivery delays with round-the-clock monitoring.

Network Print Module

Delivers reports to network printers.

CloudFax Connector

Cloud-based fax transmissions with the flexibility to be used as the only fax delivery method or in combination with FoIP.

Email Module

Deliver reports to recipients via email.

Email-to-Fax from MFPs

Fax from almost any multi-function printer/device.

Email-to-Fax from Email Clients

Fax from email clients like Microsoft Outlook and Google Gmail.

"Communication Director's built-in auditing has been an enormous benefit for us, because we can look at the system to show that a report was successfully delivered. It has really improved our accountability with our physician base."

- Erica Hoglen
Clinical Systems Analyst at Randolph Hospital

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