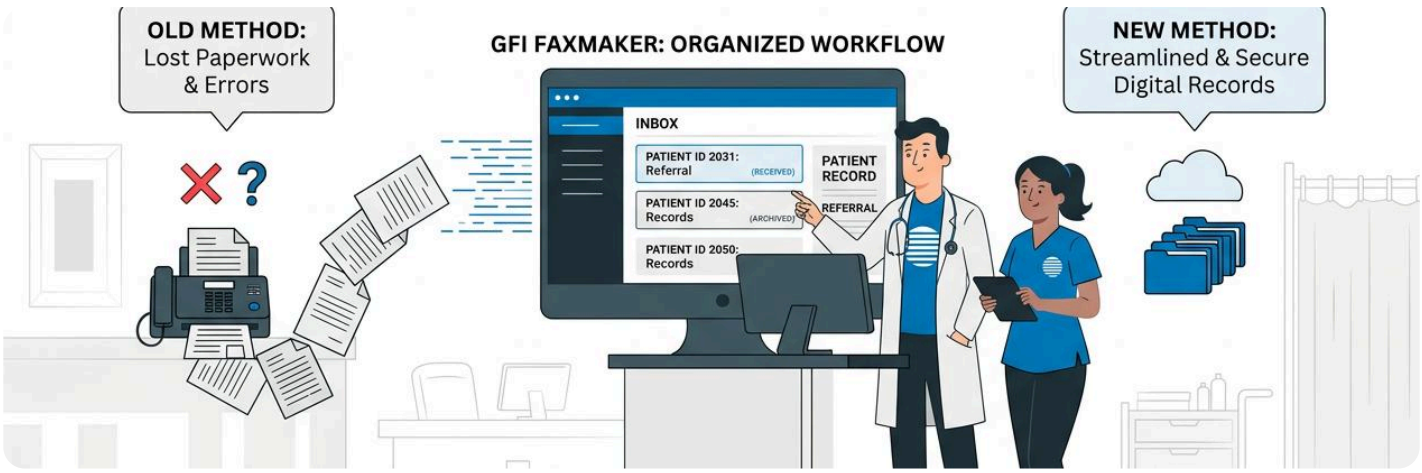
FaxMaker

USE CASE

One Fax Server, 12 Departments, Zero Chaos

How a regional hospital tamed inbound fax routing and reduced misdelivered documents to near zero

The situation



A 300-bed regional hospital receives between 400 and 600 inbound faxes every day. Referrals from primary care physicians. Lab results from external testing facilities. Prior authorization responses from insurance carriers. Prescription requests from pharmacies. Discharge summaries from partnering facilities.

Each of these documents needs to reach a specific department or person. A cardiology referral needs to land with the cardiology intake coordinator. A prior auth approval needs to reach the billing team handling that patient's case. A pharmacy refill request needs to go to the prescribing physician's office.

In the old setup, the hospital has fax machines scattered across the building: one in radiology, one at the nurses' station on each floor, two in medical records, one in billing, one in the pharmacy. When a fax arrives, someone has to look at it, figure out where it belongs, and physically walk it there or call someone to come pick it up. During busy hours, faxes pile up in trays. During shift changes, they sit unattended.

The consequences are not abstract. A referral that sits in the wrong department's tray for six hours delays a patient's appointment by a day. A prior auth response that gets lost between billing and the nurses' station means a procedure gets postponed. A prescription fax that lands in medical records instead of the pharmacy means a patient misses a dose.

Staff spends hours per day sorting and delivering paper. Documents get misfiled, misread, or simply overlooked. And when someone asks "did we receive that fax?" The answer usually starts with "let me go check the machine."

How GFI FaxMaker solves this

GFI FaxMaker replaces every departmental fax machine with a single centralized fax server that receives all inbound faxes and routes them automatically to the right destination. No paper. No sorting. No walking documents down the hall.

Route by fax number

The simplest method. Each department keeps its own inbound fax number, but instead of each number connecting to a separate physical machine, all lines terminate at the GFI FaxMaker server. A fax sent to the cardiology number is automatically delivered to the cardiology intake coordinator's email inbox as a PDF. A fax sent to the billing number goes to the billing team's shared mailbox. The sender dials the same number they always have. The difference is entirely on the hospital's side.

Route by OCR for smarter sorting

Some inbound faxes arrive on a general hospital line without a department-specific number. GFI FaxMaker's OCR module can read the first page of the fax and route based on what it finds. The routing rules are configurable, so the hospital can adjust them as departments change or new document types emerge.

Inbound faxes arrive as email attachments

Every routed fax lands in the recipient's inbox or a shared departmental mailbox as a PDF. Staff can read, forward, save, or print the document using tools they already know. There is no new software to learn. A nurse checking her email sees the referral, opens it, and acts on it. The document never sits in a physical tray where it could be lost, misread, or seen by the wrong person.

Confidential documents stay confidential.

With physical fax machines, anyone walking past the tray can see what arrived. In a hospital, that could mean a visitor glancing at a patient's lab results, or a dietary services worker seeing a psychiatric referral. GFI FaxMaker eliminates this by delivering documents directly to the intended recipient's inbox. HIPAA compliance improves simply by removing the paper trail from shared spaces.

What changes for each department

- **Medical Records:** Instead of two staff members spending their mornings sorting a pile of overnight faxes into departmental folders, documents arrive pre-sorted in the correct inboxes before the first shift starts.
- **Billing:** Prior authorization responses are routed directly to the team handling the relevant case. No more chasing down a fax that was picked up by the wrong floor.
- **Pharmacy:** Prescription and refill requests arrive in the pharmacy's shared inbox in real time. Pharmacists can search by patient name or medication instead of flipping through a stack of thermal paper.
- **Nursing Stations:** Incoming lab results and physician orders land in the unit's email rather than on a machine that three different departments share. Shift changes no longer mean unattended fax trays.

The payoff

- **Misdelivered faxes drop to near zero.** Automated routing removes the human sorting step where most errors happen.
- **Staff reclaims hours per day.** Time previously spent walking faxes between departments goes back to patient care and administrative work that requires human attention.
- **Response times improve.** A referral that arrives in the right inbox at 8:01 AM gets acted on at 8:01 AM, not after a 45-minute sorting and delivery cycle.
- **Audit readiness is built in.** Every inbound fax has a searchable, timestamped record. HIPAA auditors can see exactly when a document arrived, where it was routed, and who received it.

GFI FaxMaker supports automatic inbound routing by fax number, line, sender ID, and OCR-based content matching. It integrates with mail servers, can archive to SQL or GFI Archiver, and scales to support over 100 lines per server.

For system requirements, visit gfi.ai/faxmaker.

Ready to get started?

Request a free trial at gfi.ai or contact sales: sales@gfi.com.

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