



**Healthcare Software
Solutions Provider**

Fax Evolution Drives Ongoing Advancements in Healthcare Communication

Vyne develops technologies that streamline healthcare communication and the exchange of information. Helping to manage all types of structured and unstructured data including voice, fax and image files via a centralized platform, Vyne Medical enables hospitals and medical providers to improve financial performance, service levels, team collaboration, and ultimately, patient care. Vyne's Trace® platform offers tools to meet the specific workflow needs of each and every hospital. Trace integrates seamlessly with all major EHR and HIS platforms to quickly send and receive information between systems. With Trace, patient records are immediately accessible for more efficient scheduling, authorization, coordination, and reimbursement of care. Records can be leveraged to drive efficiency, increase POS collections, and provide better service to patients and physicians, among other key initiatives.

Challenge

The healthcare ecosystem – comprised of many different entities including hospitals, physicians, specialists, and insurance companies – exchanges massive amounts of data every day. Hospitals in particular cannot afford to experience any technical issues with managing patient information, which among many communication methods is still reliant on fax. Slow transmissions of low-resolution documents and network downtime can create life and death situations related to patient care.

Providing clients with a secure, centralized database that connects disparate data is a top priority for Vyne working solutions. Among the file types managed by the company,

faxes represent a large and growing share, with nearly 20 million fax files transmitted each year.

While fax is growing, industry initiatives spearheaded by CMS aim to eliminate this transmission method. At the same time, many hospitals continue to utilize the traditional fax infrastructure which is outdated, unreliable and difficult to support.

Vyne sought a solution to seamlessly support the existing flow of fax transmissions while creating a platform that would adapt to fax evolution as technology continues to advance.

SCOTT OVERHOLT Chief Business Officer,
Vyne Medical





Solution

After evaluating several fax solution alternatives, Vyne selected ETHERFAX and the Secure Exchange Network (SEN) to enable the exchange of faxes and other business-critical information. ETHERFAX helps facilitate electronic responses to medical document requests with ultra-fast transmission speeds, advanced encryption and guaranteed delivery. ETHERFAX SEN is HIPAA compliant and PCI DSS compliant to guarantee the protected exchange of health information. Together, the organizations are working to improve patient care by redefining fax for the modern era.

Results

The ETHERFAX API, a web interface based on REST semantics, enabled Vyne to integrate fax and document delivery services into their applications quickly and seamlessly. As a scalable and highly available service, the ETHERFAX API also allows Vyne to send and receive a high volume of faxes within seconds.

The ETHERFAX API allows our clients to seamlessly migrate from legacy fax platforms to the cloud. With ETHERFAX SEN, we have transitioned away from traditional faxing, in terms of speed and image quality. Last year, we transmitted 150 million pages for our healthcare clients alone

TIM HOSKINS Director of Solutions Architecture, Vyne Medical

Through the partnership, Vyne Medical has significantly improved revenue cycles by reducing claim denials, reducing turnaround time on record requests, and sending supporting documentation fast and securely. Today, Vyne Medical has partnerships with nearly 600 active hospitals and health systems.



For more information, contact a sales team member at 877-384-9866 or SALES@ETHERFAX.NET >



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX not only functions within a secure environment but has also earned prestigious cybersecurity certifications as a company. ETHERFAX's commercial document exchange solutions operate in an environment that complies with HIPAA and SOC 2® standards and is certified to meet HITRUST CSF® R2, PCI DSS 4.01 Level 1, and NIST v1.1 cybersecurity requirements. ETHERFAX's US government services have been validated to meet and exceed the FedRAMP High baseline requirements including Department of Defense (DoD) CC SRG Impact Level 5 (IL5) cybersecurity controls, operating within AWS' GovCloud High environment.