CarePlusPharmacy

eFax Corporate Improves Workflow and Increases Reliability for a Fax Reliant Pharmacy

CarePlus Pharmacy is a full-service pharmacy that provides a convenient and easy way for care homes to obtain patient prescription medicines and have them delivered to their doorstep.

CarePlus Pharmacy supports a network of almost 50 care homes across the UK. On a daily basis the pharmacy receives a high volume of faxed prescriptions that require processing, dispensing and delivery back to the care home with a 2-3 day turnaround.

The Problems of Traditional Faxing

CarePlus Pharmacy needed an efficient way of handling the high volume of inbound faxed prescriptions being received around the clock from their network of care homes. They needed to ensure that multiple pharmacy team members had access to these faxed prescriptions to enable them to begin processing and dispensing as quickly as possible. CarePlus Pharmacy also wanted to be able to keep track of their faxes in the event that any questions arose, so having quick access to the faxes was critical.

Another aspect of CarePlus Pharmacy's service is providing Medical Administration Records (MARs) for each patient. These MARs clearly outline how each prescription medication should be administered. Each patient has an individual MAR and when CarePlus sends MARs on behalf of 60 patients for example, the report can be up to 200 pages long. CarePlus needed to be able to send these large files reliably and with a short transmission time.

For CarePlus Pharmacy faxed orders are critical to their business so they needed to know for certain that their fax process was absolutely reliable both for incoming and outbound faxes. They didn't want to have to deal with paper jams, busy signals or failed transmissions. They needed to know that their fax capability was always 'on' day and night with no downtime.

Rajiv Tanna, Clinical Director of CarePlus Pharmacy knew that in order to meet their needs cloud faxing was the answer. "We needed to ensure our staff could access the faxed prescriptions immediately and that multiple staff members could have a copy. We also needed a high degree of traceability so that we could quickly retrieve faxes if any queries arose and paper scanning or filing is just not practical."

Fast Facts

Industry

Healthcare

Challenges

· High volume of inbound faxed prescriptions that needed to be accessed by CarePlus team members simultaneously for speedy dispensing.

· Need for retention and easy retrieval of faxed documents in the event of queries.

· Need for reliability and confirmation of sent and received faxes.

Benefits

· Prescriptions can be dispensed faster as multiple team members can access the digital faxes at the same time.

· Queries can be resolved sooner as all inbound faxes are stored online for easy retrieval and faster resolution.

· CarePlus Pharmacy has a reliable fax service that gives them peace of mind that they are not missing out on business.

"Using eFax Corporate we can respond to queries sooner, as our faxes are stored digitally and can be retrieved faster for resolution."

Faxing via Email

Rajiv Tanna turned to eFax Corporate, the fax to email solution for businesses that still require faxing, but don't want the machine or any of the hassles that go with traditional faxing. Using eFax Corporate, CarePlus now receives all their prescriptions via email and they are distributed as attachments so that several CarePlus staff can view them at the same time and kick off the processing of these prescriptions sooner in order to meet delivery deadlines.

There's no paper involved anymore and the inbound faxes are archived and stored within the eFax portal so that if anything is queried down the line, the faxes are accessible and can be easily retrieved for review by simply logging in.

In addition to this, CarePlus Pharmacy staff are able to send their large files, such as MARs via large file transfer, which is a convenient feature of eFax Corporate for securely transferring large files that are simply too large for faxing.

Another advantage of eFax Corporate is the transmission confirmation that is sent immediately via email to the sender so that CarePlus staff has the peace of mind that their faxes has been successfully sent to the recipient.

"eFax Corporate is ideal for our industry and business where the majority of our orders are faxed to us. We can dispense prescriptions faster as digital faxes are received by several staff members simultaneously. We can also respond to queries sooner as our faxes are stored digitally and can be retrieved faster for resolution."

– Rajiv Tanna, Clinical Director CarePlus Pharmacy.

About eFax Corporate

eFax® is the world's leading online fax solution, with more than 11 million customers worldwide. eFax lets users receive, review, edit, sign, send and store faxes by email or through a web interface. eFax offers plans for individual users and provides corporate solutions. eFax is a brand of the j2 Cloud Connect division of j2 Global®, Inc. and a registered trademark of j2 Cloud Services™, Inc. and j2 Global Holdings Ltd. Learn more at www.efax.co.uk/corporate.

Visit us at www.efax.co.uk/corporate or contact our enterprise sales team at 0800 689 0588, to get started with your eFax Corporate® free trial.

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