Core Solutions

Concord Cloud Fax

Securely send and receive hundreds, thousands or millions of faxes directly from Allscripts Professional EHR™ and Allscripts TouchWorks® EHR. Concord Cloud Fax replaces fax machines and servers with an enterprise-grade cloud service that is tightly integrated into the Allscripts user experience.

How Concord Cloud Fax helps

Integrates fax communications into the day-to-day operations of the EHR

Enables users to send faxes directly from the fax user interfaces found throughout Professional EHR or TouchWorks EHR while enabling customization of outgoing fax jobs by providing multiple options. Loads faxes automatically into the Input Queue for review and action by users (Professional EHR). Downloads faxes on a scheduled basis for distribution to network folders and import to the EHR (TouchWorks EHR).

Improves cost, implementation and maintenance of on-site fax servers

Ties fax costs to actual needs through a pay-for-use model, enabling organizations to only pay for what they need rather than purchasing capacity to handle spikes in volume or future growth. Removes the need to manage the security of the fax environment by securely connecting to a HIPAA and SOC2 audited cloud platform. Provides room for growth by following well-defined capacity planning. Lessens the burden on in-house IT staff by fully managing the fax solution, including escalations to phone carriers. Enables staff to focus on core patient-care responsibilities rather than fax issues by providing high levels of uptime and industry-leading call completion rates.

Increases availability of faxes and reduces downtime risk

Delivers more faxes successfully through intelligent retry algorithms. Connects to frequently busy recipients by maximizing retry attempts. Provides high level of up-time through active-active, dual data center infrastructure. Receives all incoming faxes using "Never Busy" technology, ensuring that important patient-related information is not missed. Minimizes delays in faxes going out by quickly distributing jobs to available resources.

What the solution offers

- **Integrated user experience**— Healthcare users need the ability to perform daily tasks within the EHR rather than losing time and attention by switching to third-party fax interfaces.

- **Reduced overhead**—The costs and complexity of managing on-premises fax servers, troubleshooting failed faxes, and ensuring HIPAA compliance is burdensome.

- **Security and reliability**—Delayed, missed, and undelivered faxes create manual follow-up tasks for healthcare staff and the potential for delayed care for their patients.

Allscripts®

Key Features

- **Stay within the EHR**—The integration with the Professional EHR and TouchWorks EHR systems enables users to send faxes, view status, and receive faxes without the need to access external windows or interfaces.

- **Traffic analysis**—Concord is a data-driven organization that constantly analyzes traffic patterns to look for areas of improvement. A well-defined process ensures redundant capacity is available for rapid outbound fax delivery and that no inbound communications are missed.

- **SureConnect technology**—Using patented retry technology SureConnect, Concord ensures more faxes are delivered successfully by dynamically re-routing traffic. If a fax attempt fails, SureConnect analyzes the reason for the failure and retries using different combinations of equipment and carriers, enabling it to bypass local regional carrier outages or temporary network quality issues.

- **Unique, massively fault-tolerant network**—Concord's network uses geographically dispersed data centers that are configured in an Active-Active redundancy mode to operate as a single unit without the concept of failover.

- **Security**—Maintains an annual SSAE 16 SOC-2 audit while safely transmitting sensitive patient information.

Outcomes we deliver

- "Time to First Dial" is a key metric for outbound faxes and is defined by how quickly fax jobs can be rendered and prepared for the call. For example, with Allscripts® Care Management, this technology sends millions of pages every month with an average monthly Time to First Dial of under 30 seconds.

- Based on its active-active and built from the ground up platform design, Concord has consistently exceeded its 99.9% uptime guarantee every month for more than the last three years.

- Through the combination of enterprise-class fax equipment, multiple carriers and its SureConnect technology, Concord completes more than 99% of fax calls when fax tone is received from the destination. Detailed reporting is available to identify destinations that fail to deliver fax tone to assist clients in correcting fax numbers that may no longer be valid.

Concord Technologies offers secure document delivery, data extraction and workflow automation. Concord Cloud Fax securely delivers faxed documents to teams, applications, patients and partners. NEXTSTEP by Concord eliminates the need for manual data entry and removes roadblocks from document-based processes. NEXTSTEP enables users to capture, access, process and integrate data and documents securely.

To learn more, email insidesales@allscripts.com