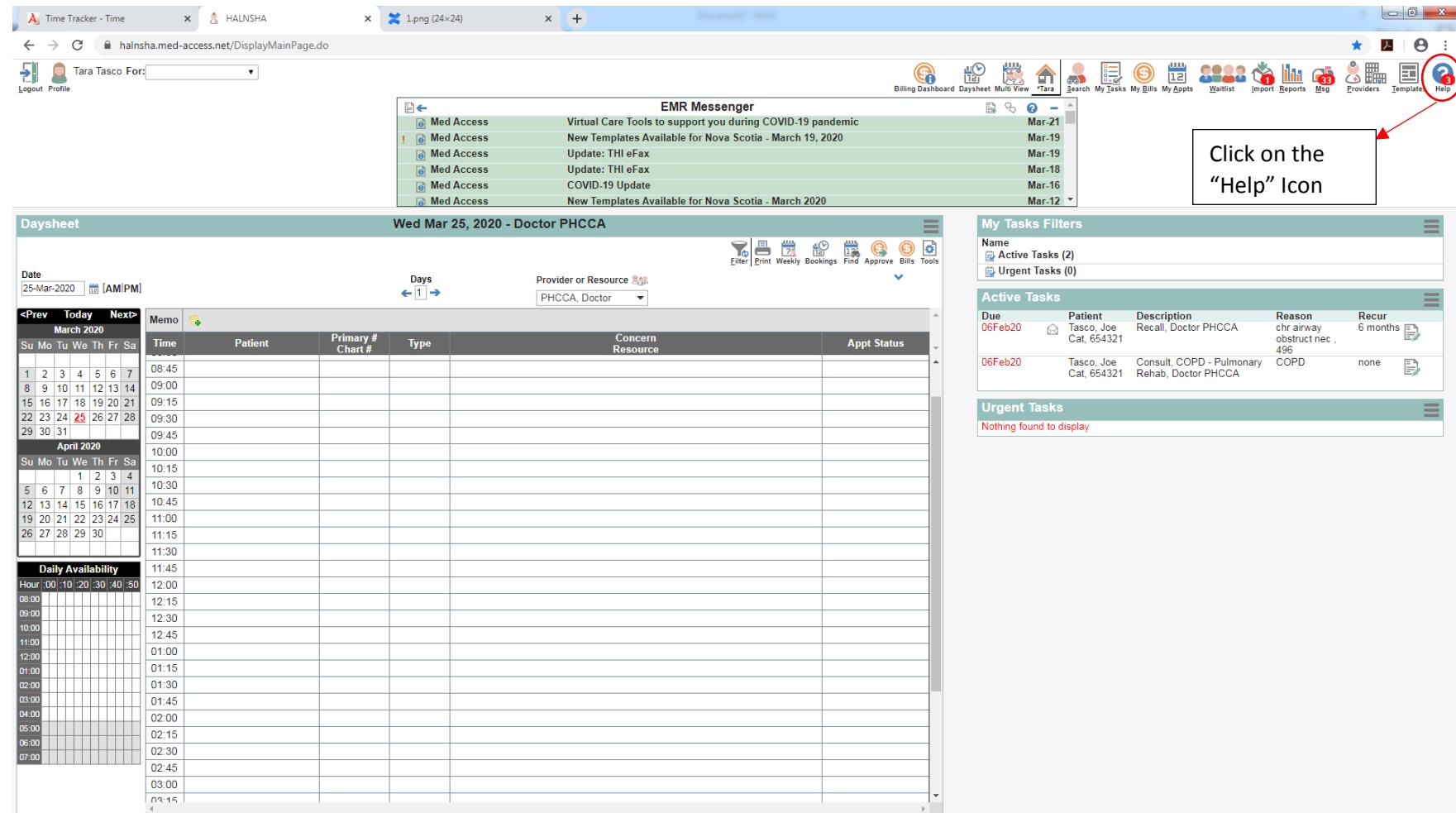




Fax How To – MedAccess

Information Path

Help>In the Search Field type “fax”>Press “Enter on your keyboard>Click on “Fax Integration” Link



Click on the "Help" Icon

The screenshot shows the HALNSHA medical software interface. At the top, there is a navigation bar with various icons and a search field. A red box highlights the 'Help' icon in the top right corner. A callout box points to this icon with the text 'Click on the "Help" Icon'. The main window displays the 'Daysheet' for Wednesday, March 25, 2020, under 'Doctor PHCCA'. The Daysheet grid shows time slots from 08:45 to 03:15, with columns for Memo, Patient, Primary # Chart #, Type, Concern Resource, and Appt Status. To the right of the Daysheet, there is an 'EMR Messenger' window showing a list of messages from 'Med Access' related to COVID-19 and eFax updates. Below the Daysheet, there are sections for 'My Tasks Filters' (Active Tasks: 2, Urgent Tasks: 0) and 'Active Tasks' (listing two tasks for 'Tasco, Joe' on 06Feb20). The 'Urgent Tasks' section is empty. At the bottom of the interface, there is a footer with the text 'For further assistance and support please contact the Telus MedAccess Support Number (888-781-5553)'.

For further assistance and support please contact the Telus MedAccess Support Number (888-781-5553)

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halnsha.med-access.net/help/DisplayHelp.do?helpKey=Main

Help Resource Center / Messaging and Task Management

Search

PAGE TREE

- COVID-19 resources
- What's New
- Release Notes
- Getting Started
- Patient Demographics
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- Billing
- Patient Chart
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- Messaging and Task Management
 - Fax Integration**
 - e-Faxing Prescriptions
 - Integrated eFax - New Feature
 - Fax Error Codes
 - My Tasks
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- Import Pool - Attachments
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Introduction

We have integrated eFax right into the EMR. With this integration there is no longer a need to install a fax driver or have a separate address book for fax numbers. Within tasks when a service provider has a fax number, the **Send Fax**  icon appears automatically. One click and the fax will be sent.

Incoming faxes will automatically go to the Import Pool and you will no longer need to scan in faxes or import large zip files.

Fax Prerequisites

The **Send Fax**  icon appears automatically when these conditions hold true:

1. You have signed up for an eFax account. Contact [Support](#) for more information
2. Your Providers and Facilities records should have a fax number assigned to them. This applies to any Providers or Facilities that you would like to send an eFax to. To learn more, see [Provider and Facility Management](#).

Fax Status Icons

Fax Status	Icon	Description
PENDING		Fax has been created and is waiting to be sent.
CANCELLED		Fax has been cancelled.
FAILED		Fax could not be sent.
SUCCESS		Fax has been successfully sent.

Outgoing and Incoming Faxes

Receiving Incoming Faxes

- All incoming faxes will automatically be added to the Import Pool. The faxes can then be appropriately attached to patient charts. See [Import Pool](#) for more information.

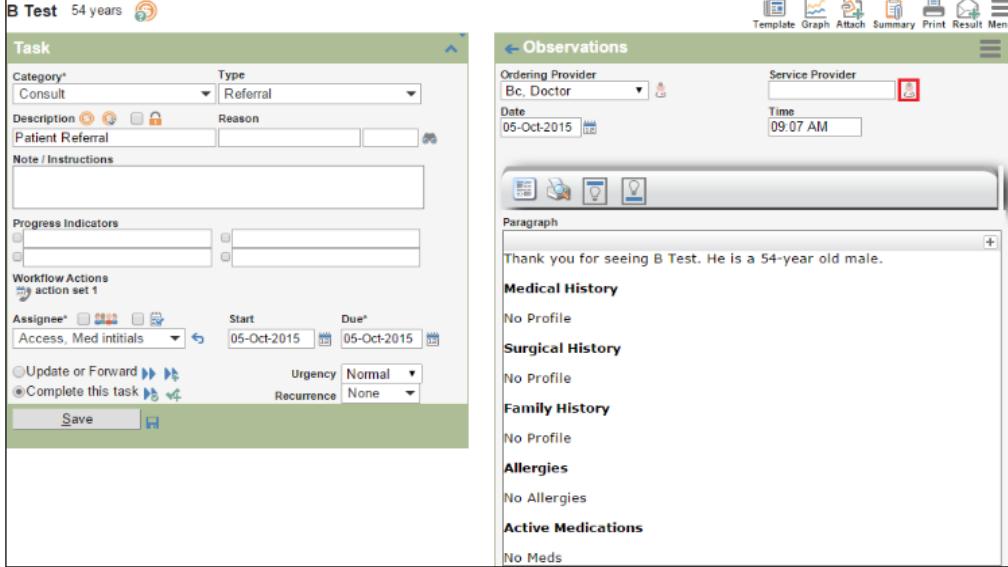
Sending Outgoing Faxes

Faxes have been fully integrated with any Task or Visit. The **Send Fax**  icon appears automatically when all prerequisites, mentioned above, are met.

Med Access EMR Help - Google Chrome
 halnsha.med-access.net/help/DisplayHelp.do?helpKey=Main

above, are met.

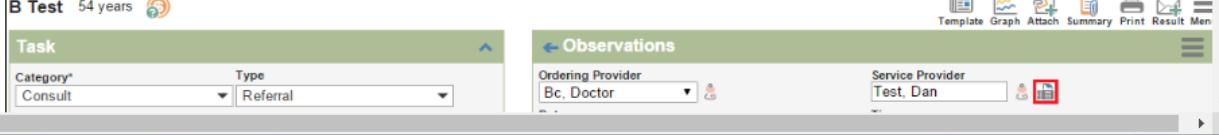
1. Within a task, select a Service Provider by clicking the **Find Provider** icon.



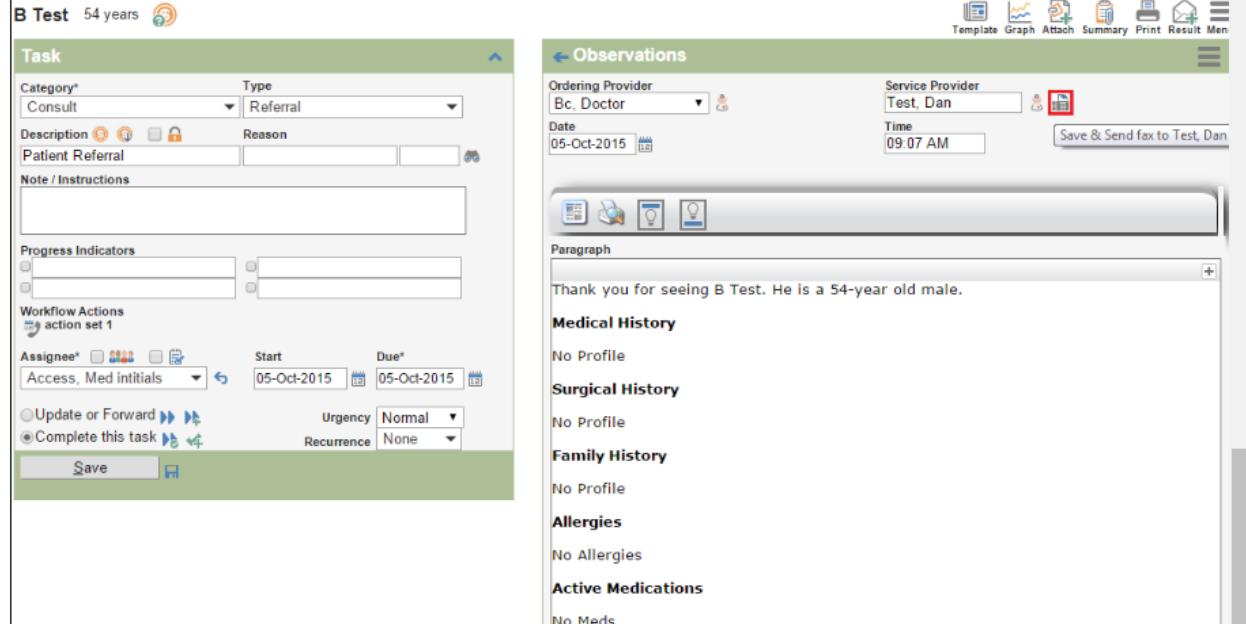
2. The **Search Providers or Facilities** window will open. Providers with a fax number will have the **fax** icon next to their name. Choose the appropriate provider by clicking the icon.



3. You will be brought back to the Task window. Since the provider has a fax number, the **Send Fax** icon will automatically appear next to the provider's name.



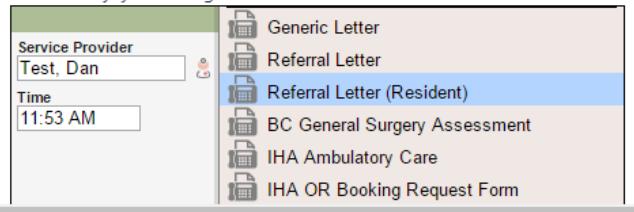
3. You will be brought back to the Task window. Since the provider has a fax number, the **Send Fax** icon will automatically appear next to the provider's name.



4. Click the **Send Fax** icon to send the Fax. A prompt will ask you to confirm before sending the fax. Click **OK** to confirm.



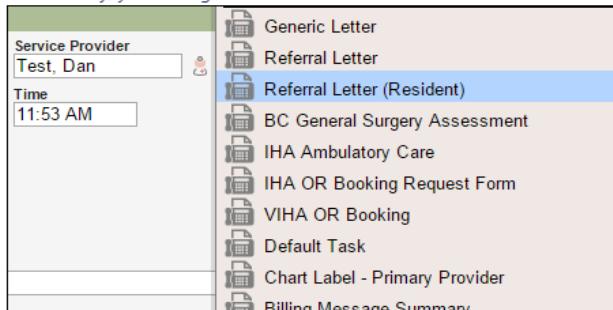
5. Alternatively, you can right click on the Fax icon to select which Print Preview you want to use to send the Fax



Med Access EMR Help - Google Chrome

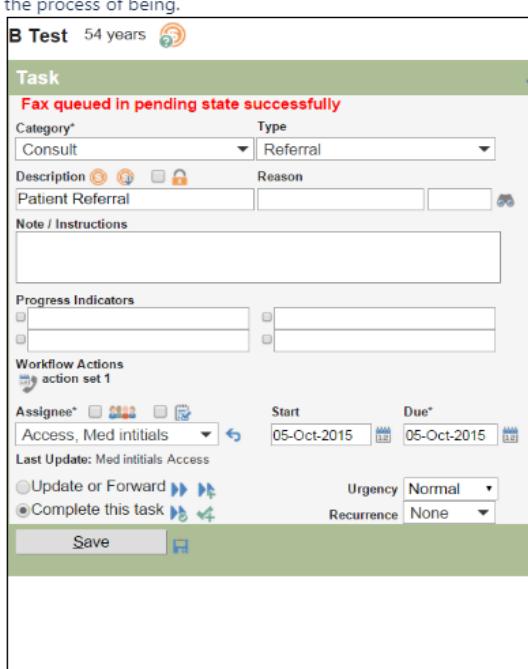
halnsha.med-access.net/help/DisplayHelp.do?helpKey=Main

5. Alternatively, you can right click on the Fax icon to select which Print Preview you want to use to send the Fax



- Service Provider Test, Dan
- Time 11:53 AM
- Generic Letter
- Referral Letter
- Referral Letter (Resident)
- BC General Surgery Assessment
- IHA Ambulatory Care
- IHA OR Booking Request Form
- VIHA OR Booking
- Default Task
- Chart Label - Primary Provider
- Billing Message Summary

6. The Fax now has a Pending Status which can be seen within the Task as well as the Fax Queue. Pending status indicates that the fax is in the process of being.



B Test 54 years

Task

Fax queued in pending state successfully

Category* Type

Consult Referral

Description Reason

Patient Referral

Note / Instructions

Progress Indicators

Workflow Actions

Assignee* Start Due*

Access, Med initials 05-Oct-2015 05-Oct-2015

Last Update: Med initials Access

Update or Forward Complete this task

Urgency Normal Recurrence None

Save

Observations

Ordering Provider Service Provider

Bc, Doctor Test, Dan

Date Time

05-Oct-2015 09:07 AM

Paragraph

Thank you for seeing B Test. He is a 54-year old male.

Medical History

No Profile

Surgical History

No Profile

Family History

No Profile

Allergies

No Allergies

Active Medications

No Meds

7. To access the **Fax Queue**: from the main EMR window, click the **Fax** icon. The Fax Queue will be displayed. The Fax Queue will keep track of all outgoing faxes.

Med Access EMR Help - Google Chrome

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Fax Queue

Fax Status	Sent By	Limit																
PENDING	Access, Med ...	25																
<table border="1"> <thead> <tr> <th>Status</th> <th>Fax #</th> <th>Sent To</th> <th>Sent By</th> <th>Date Queued</th> <th>Date Sent</th> <th>Patient Description</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td> 9332</td> <td>1-250-772- Test</td> <td>Dan</td> <td>Med initials Access</td> <td>05-Oct-2015 09:34 AM</td> <td></td> <td>Test, B Consult, Referral, Patient Referral, Dan Test</td> <td>Fax for Patient : 'B Test', Task : ' Referral, Patient Referral, Dan Test'</td> </tr> </tbody> </table>			Status	Fax #	Sent To	Sent By	Date Queued	Date Sent	Patient Description	Notes	 9332	1-250-772- Test	Dan	Med initials Access	05-Oct-2015 09:34 AM		Test, B Consult, Referral, Patient Referral, Dan Test	Fax for Patient : 'B Test', Task : ' Referral, Patient Referral, Dan Test'
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8. Once a fax has been sent successfully it's status column will display the  icon

Fax Queue

The fax queue displays ALL outgoing faxes created in the EMR. A summary of information related to fax is displayed and actions can be performed on a fax from the fax queue. The fax queue includes the following information:

- Status** - Displays an icon indicating the status of the fax. **ALL** faxes will be in one of 5 states, PENDING, CANCELLED, FAILED, SUCCESS.
- Fax Number** - Number that the fax will be sent to or was sent to.
- Sent By** - The EMR user that sent the fax. This is the user that clicked the send fax icon.
- Date Queued** - This is the Date and Time that the Send Fax icon was clicked. This is **not** Sent Time.
- Date Sent** - This is the Date and Time that the fax was **successfully** sent on.
- Patient** - Shows the patient name the faxed Task was related to. Clicking the name will bring up the patient's chart.
- Description** - Displays the description from the sent task. Clicking this will open a new window showing the task.
- Notes** - This field is for information related to the fax itself. Information about failed faxes would show in this column.

Further actions can be performed on faxes available in the fax queue. Right-click the icon in the status column to show a list of available actions. The actions available will vary depending on the status of the fax.

The following actions can be performed on faxes:

- Re-Send Fax  : This action will copy the fax and re-queue it to be sent. This allows a failed fax to be re-sent quickly OR a previously successful fax can be re-sent as well.
- Cancel Fax  : This action can be used to cancel a failed or pending fax.
- View Fax  : This action will show the fax as a PDF in a separate window.
- Archive Fax  : This action can be used to archive faxes for later retrieval.

 **Tip:** This help file also has video(s). Watch [Video](#) or [Webinar](#).

More Information