



# Fax How To – MedAccess

## Information Path

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

The screenshot shows the HALNSHA EMR system interface. At the top, there's a navigation bar with various icons. A red circle highlights the 'Help' icon (a question mark) in the top right corner. A red arrow points from a text box to this icon. The text box contains the instruction: 'Click on the “Help” Icon'.

The main interface is divided into several sections:

- EMR Messenger:** A list of messages from Med Access, including updates on COVID-19 and new templates.
- Daysheet:** A section for Doctor PHCCA, showing a calendar for March 25, 2020, and a table for patient appointments.
- My Tasks Filters:** A section showing active and urgent tasks. The 'Active Tasks' section lists two tasks for patient Tasco, Joe Cat, 654321, due on 06Feb20.

Due	Patient	Description	Reason	Recur
06Feb20	Tasco, Joe Cat, 654321	Recall, Doctor PHCCA	chr airway obstruct nec , 496	6 months
06Feb20	Tasco, Joe Cat, 654321	Consult, COPD - Pulmonary Rehab, Doctor PHCCA	COPD	none

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

Med Access EMR Help - Google Chrome

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EMR Help


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Help Resource Center / Messaging and Task Management

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.

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above, are met.

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

**B Test** 54 years 

**Task**

Category\* Consult Type Referral

Description Patient Referral Reason

Note / Instructions

Progress Indicators

Workflow Actions  
action set 1

Assignee\* Access, Med initials Start 05-Oct-2015 Due\* 05-Oct-2015

Update or Forward Complete this task Urgency Normal Recurrence None

Save

**Observations**

Ordering Provider Bc, Doctor Service Provider

Date 05-Oct-2015 Time 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

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.




**Search Providers or Facilities**

Provider Surname: Given: Specialty: Reset Facilities New Provider Help


Gender: City: Province: BC Search


Site Reference: Notes: Billing #:

Include Inactive:

Name	BA Number	Specialties	Address	City	Province	Billing #	User	Clinic
Test, Dan		General Practitioner	2250 Leckie Road	Kelowna	BC			 

Export options: Excel | PDF | RTF


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.

**B Test** 54 years 

**Task**

Category\* Consult Type Referral

**Observations**

Ordering Provider Bc, Doctor Service Provider Test, Dan 

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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.

**B Test** 54 years

**Task**

Category\* Consult Type Referral

Description Patient Referral Reason

Note / Instructions

Progress Indicators

Workflow Actions

Assignee\* Access, Med initials Start 05-Oct-2015 Due\* 05-Oct-2015

Update or Forward Complete this task Urgency Normal Recurrence None

Save

**Observations**

Ordering Provider Bc, Doctor Service Provider Test, Dan

Date 05-Oct-2015 Time 09:07 AM

Save & Send fax to Test, Dan

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

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.

The page says:

Are you SURE you wish to send fax to 'Dan Test at fax #250-772-9332'?

OK Cancel

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

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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\*: Consult Type: Referral

Description: Patient Referral Reason:

Note / Instructions:

Progress Indicators:

Workflow Actions: action set 1

Assignee\*: Access, Med initials Start: 05-Oct-2015 Due\*: 05-Oct-2015

Last Update: Med initials Access

Update or Forward Complete this task Urgency: Normal Recurrence: None

Save

**Observations**

Ordering Provider: Bc, Doctor Service Provider: Test, Dan

Date: 05-Oct-2015 Time: 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.

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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.

**Fax Queue**

Fax Status

PENDING


☐ Include Archived faxes.


Sent By

Access, Med ...

Limit

25

Status	Fax #	Sent To	Sent By	Date Queued	Date Sent	Patient Description	Notes
	1-250-772-9332	Dan Test	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'

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 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