



Patient Education Solutions

ExitCare Faxing and E-Mail Fact Sheet

For ExitCare Version 7.x, June 2010

FAXING

The ExitCare Communication Server (ECCS) system has been created to provide ExitCare customers with a way to fax ExitCare documents (patient education and discharge information, patient signature sheets, and prescriptions) to follow-up providers, to pharmacies, or to patients. To make this service available to virtually all ExitCare customers, we have implemented the ECCS to work with Microsoft Fax, which is included with all Windows operating systems supported by ExitCare. This solution is easy to set up and works for all customers regardless of any particular primary faxing solution employed.

Brief Details

The fax solution utilizes the Microsoft Fax program, which is included on all recent Windows operating system installation media. ECCS requires that a modem with phone line and Microsoft Fax be installed on the "server" that will run ECCS. No additional hardware or software is required on any other ExitCare workstations.

After MS-Fax is installed, the ECCS must be configured on the same system where the fax-modem is installed. The ECCS runs as a service in the background, and can be installed on the ExitCare Server or any other computer on the network.

Note: to fax automatically from the ExitCare program, the proper information (10 digit fax number) must be part of the appropriate ExitCare data set (Follow-up Caregivers list or the Pharmacy list).

For more technical information on faxing, please see the document titled: ExitCare Communication Server Manual, or ask your ExitCare Representative to connect you to someone from our technical development staff.

E-MAIL

Two options exist for e-mailing from ExitCare:

- 1) After ECCS is installed, you can utilize your existing email server to send emails from ExitCare. ExitCare's email functionality is SMTP-based, provided through ECCS.
- 2) You can also use a MAPI-compliant e-mail application on each workstation to allow ExitCare to send e-mails.

Note that an Internet connection, either direct or through a network, is required. Separate documentation for the e-mail (and fax) functions is available from your Customer Service Representative.

Also please note: to e-mail automatically from the ExitCare program, the receiver's e-mail address must be part of the appropriate ExitCare data set (Follow-up Caregivers list, the Pharmacy list, or the patient e-mail field).