LSU
LOUISIANA STATE UNIVERSITY

Case Study

LSU Student Health Center Improves Workflow with Sfax

The Louisiana State University (LSU) Student Health Center (SHC) provides a full range of services for all the health and wellness needs of LSU students that attend the flagship campus in Baton Rouge, Louisiana. With the goal of keeping students healthy through medical, mental health and health promotion services, SHC operates just like a community health center. It provides immunizations and flu shots, as well as healthcare, pharmacy, women's health, physical rehabilitation and ophthalmology services to all LSU students.

The SHC manages the receiving of and verifying proof of student immunization compliance, in addition to all the other healthcare documents they collect and handle throughout the year. Additionally, with LSU's overall enrollment of 31,527 students, and thousands of incoming freshmen entering each semester, they had around 37,000 non-cancelled appointments in 2015 with an expectation for that number to rise year over year.

> "
> Our old way of manually sending and receiving faxes was inefficient, lacked an end-to-end audit trail, and did not fit all of our needs. We needed to track all document activity automatically. Sfax accomplishes that for us.
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Jeff Hannaman
Health Information Technology Manager, LSU Student Health Center

Need

Until 2013, the LSU Student Health Center used twelve fax machines to manage the tremendous volume of immunization reports for incoming students every semester. SHC started looking for a faxing alternative because they were sending and receiving reams of paper that included insurance information, health records and other protected health information (PHI) for the thousands of patients and appointments using the outdated manual fax machines.

The massive amounts of paper being sent and received made managing patient documentation difficult and time-consuming. Nurses and staff members were tasked with faxing electronic health records, outside labs, immunization information and authorization forms, with each fax taking an average of six minutes. Additionally, with the Health Insurance Portability and Accountability Act (HIPAA) rules making it necessary for employees to stand next to the fax machine for the entire transmission, workflow was negatively affected by this time constraint. HIPAA also requires audit trails for all PHI, which is another time consuming task due to logging and recording faxes sent and received on a manual fax. Furthermore, reports on document activity weren't possible. Add in the costs associated with space, paper, toner and other consumables that manual fax machines use, the LSU SHC was managing and handling too much paper which slowed down the productivity of their workers. In addition, the fax machines were taking up a significant amount of valuable space that could be used for patient support and interaction.

Solution

LSU SHC decided to become a customer of our cloud faxing solution, Sfax. Sfax resides in a secure cloud environment where all documents are encrypted both at rest and in transit. The software solution automatically records every activity on all documents and saves it in an easily accessible audit report.

Extending beyond the mandatory HIPAA audit requirements, LSU SHC improved its workflow and streamlined their faxing processes. Since Sfax is HIPAA secure and sending a fax is automated, the need to stand and monitor all faxes was eliminated. Therefore, nurses and staff members were able to devote more time to interacting with patients and managing the busy health center. According to Jeff Hannaman, Health Information Technology Manager at the LSU Student Health Center, "Our old way of manually sending and receiving faxes was inefficient, lacked an end-to-end audit trail, and did not fit all of our needs. We needed to track all document activity automatically. Sfax accomplishes that for us."

Results

Sfax for LSU Student Health Center at a glance:

- Scales easily to meet LSU's inbound and outbound volume.
- Notifications mean that LSU never misses incoming PHI requests and failed faxes never go unnoticed.
- Automated faxing gives nurses and staff more time to devote to patients and managing the LSU Student Health Center facility.
- End-to-end audit trail gives LSU the ability to track document activity easily.
- A signed Business Associates Agreement (BAA) and a strong encryption ensures HIPAA compliance requirements for exchanging PHI.

We are Sfax.

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