

eGoldFax Pure Cloud Faxing

For the Healthcare Industry

Conventional Fax Security Risks and Limitations

Fax machines and fax-enabled MFPs have inherent limitations and pose security risks for healthcare organizations.

Ask yourself the following questions to determine if you may be at risk of a security or compliance violation:

- Can you prevent **unauthorized users** from receiving faxes?
- Are documents exposed on **shared devices**?
- Do you have a reliable **Archival and Storage** policy?
- Can you **report on all fax transactions** and **reproduce faxes** when needed?
- Are faxes undelivered due to **Inbound Busy Signals**?
- Can you send/receive faxes when your **fax telephone service or fax devices fail**?

eGoldFax helps healthcare organizations overcome these limitations and meet the stringent HIPAA Privacy and Security Rules.



eGoldFax Pure Cloud Faxing™ for Healthcare and HIPAA Compliance

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) established standards for protecting the privacy of Individually Identifiable Health Information that is held or transferred in electronic form. eGoldFax is a cloud fax service which allows organizations to transmit faxes with increased fax security, traceability, and reproducibility to help meet and exceed HIPAA Privacy and Security Rules.

Top Five eGoldFax Healthcare Security and Compliance Advantages Over Traditional MFP Fax Kits

eGoldFax offers security and reliability for healthcare organizations unavailable with traditional MFP faxing.

1. **Direct Inward Dial (DID) Fax Numbers.** Use DID fax numbers to route faxes directly to specific users, departments, or business processes to reduce security risks of shared fax devices.
2. **Secure Fax Archive.** Meet HIPAA requirements by retaining sent and received faxes for up to 10 years as 256-bit AES Encrypted PDFs and reproducing faxes when needed.
3. **Scalability.** The eGoldFax telephony data centers provide a vast array of virtual fax ports that provide scalability when you need it, ensuring you will never miss a critical inbound fax due to a busy signal.
4. **Redundancy.** Multiple data centers and redundant telco carriers protect against telco outages and ensure the highest level of uptime.
5. **Custom Cover Pages.** Include email signature, logos and ensure confidentiality statements are sent with every fax.



Security and Compliance for Healthcare Organizations

eGoldFax helps healthcare organizations meet the stringent security requirements for HIPAA compliance

Healthcare is one of the most heavily regulated industries in the US. eGoldFax is designed to help healthcare organizations meet the stringent requirements for protecting individually identifiable health information so providers can focus less on technology and more on patient care.



Secure Encrypted Faxing

Printing received faxes or printing digital documents for scanning and faxing poses a security risk by exposing the document to unauthorized viewers at a shared printer or fax device. Protect confidential personal health information (PHI) by faxing securely with eGoldFax via email and Scan-to-Email MFPs. eGoldFax uses TLS 1.2 encrypted email and allows users to fax digital documents directly from email.

Fax Paper Documents Via your MFP

eGoldFax provides an intuitive interface for scanning and faxing paper documents directly from your MFP. Auto fax cover page ensures faxes are sent with confidentiality statements and contact information for compliance requirements.

Compliance

eGoldFax is built on Microsoft® Azure®, which complies with international and industry-specific compliance standards, such as HIPAA, GDPR, FedRAMP, PCI DSS Level 1, and ISO 27001.

Direct Access Via Secure HTTPS Pull Down

Receive and access faxes stored securely in the eGoldFax cloud via a secure HTTPS link to access the fax from within the eGoldFax portal.

Fax Documents Deleted After Processing

Images/content processed and faxed at the eGoldFax data center only persist for the life of the fax transmission and are destroyed with all data being zeroed. Fax images are FIPS-140 deleted and permanently removed for regulatory compliance requirements.

Secure Admin Portal

Manage users, fax cover pages, inbound fax routing, fax activity, reports, encrypted fax archive, and more from the secure eGoldFax Admin Portal.

PCI-DSS Level 1 Certification

The eGoldFax telephony data center has achieved PCI Data Security Standard Level 1 Certification in the USA for protection of credit cardholder data.

Healthcare HIPAA BAA

GoldFax can sign customer HIPAA business associate agreements, or "BAAs."



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