



## Client Testimonials

### Greenway PrimeSUITE

#### *Significant cost savings with a user-friendly solution*

When Arizona-based **Prescott Cardiology** sought an electronic faxing solution that offered better options for tracking faxes, provided confirmations and offered enhanced sent/received data – their research brought them to Updox. The practice started using Updox for electronic faxing that linked directly with Greenway PrimeSUITE EHR.

“What we get through Updox has been amazing. We’re a detail-oriented practice and now the detail we have is even more refined. We have easy tracking and better documentation of how faxes are sent and received. We’re able to tell where and when a fax was sent, how many pages and how many attempts were made before it was received,” says Eric Costanios, manager, Medical Records, and HIPAA Privacy and Security Officer. He is also impressed with how well Updox integrates with the practice’s Greenway PrimeSUITE EHR.

Since implementing Updox for electronic faxing, Prescott Cardiology uses 75 percent less paper each month, going from eight cases to two, and have seen similar reductions in their toner costs.

Before implementing Updox, Prescott Cardiology hired temporary staff to assist with scanning. Thanks to Updox, the practice’s labor costs have been reduced by 90%, eliminating the need to hire additional temporary staff. In addition to cost savings, the practice reduced scanning by 75% and reduced labor costs in Medical Records by 90%.

Updox offered Prescott Cardiology a smooth implementation. “Once we settled on Updox, it was very easy to learn,” says Costanios. “We sat down with staff and let them practice on the solution themselves. It was actually a fun tool to use and you can practically watch items getting faxed out or moved to the chart right from your desktop. Staff found it very empowering to learn. We don’t need to wait 2-3 weeks for papers to get scanned into our system; now it is almost immediate.”

“Updox not only met our expectations – it has already exceeded them and we’re still finding new ways to use the solution to benefit our practice.”

Read more at [www.updox.com/success-stories](http://www.updox.com/success-stories) and [www.updox.com/greenway](http://www.updox.com/greenway). Use our free trial and see what Updox can do for you!

#### *Fully Integrated Fax Solution*

**Coastal Women’s Healthcare**, a 12-physician provider practice in Scarborough, Maine, is a thriving paperless medical practice. When they acquired another practice that was not paperless, they were concerned about the cost and resources of transferring that practice’s patient files and charts. They caught a demonstration of Updox and saw a solution that they could manage.

“We needed a way to convert the new practice’s charts quickly and efficiently,” said Bev Neugebauer, executive director, Coastal Women’s Healthcare. “We saw Updox as a way for the office to fax us records as electronic files. It helped with chart conversion without having to physically transfer the charts and we knew that faxing was easy and manageable for their office.”

As the faxes arrived and other departments at Coastal saw how fast and efficient Updox was to use, they asked to use it in their areas. “Updox has great workflow enhancement to Greenway task lists and document management,” said Neugebauer. “It’s a very low-barrier product. It works similarly and integrates so well to the Greenway document import page that any initial concerns we had about training time and work flow decreases vanished immediately.”

“We’ve recognized significant cost savings with Updox. It acts as a virtual fax without having to purchase 10 fax lines and a fax server,” Neugebauer. “We use it in our lab to replace a fax machine. We issued six direct lines and this really streamlined their work with a direct fax, an individual fax that can be managed by a group. The easy set-up allows for quick implementation and problem-solving.”

“We thought we’d just use Updox to help transfer files and be done with it. Then, we realized how much it enhances our practice and now we can’t get by without Updox.”