

athenaNet Technical Requirements

Fax Forwarding with athenaClinicals

This chart summarizes the recommendations and requirements for fax forwarding with athenaClinicals®

	Action	Advantage	Cost
athenaFax numbers	<ul style="list-style-type: none"> Practice will be assigned at least one toll-free fax number to which the local practice fax number will be forwarded. athenaFax numbers should only be used for fax forwarding. They should not be shared with third-parties. Practice staff should always dial the toll-free number assigned by athena when sending faxes outbound (not the local practice fax number). Only outside senders should dial the local fax number. 	Practice-specific fax numbers enable reliable, automatic document placement in practice's athenaNet database	N/A (included in athenaClinicals services)
Remote Call Forwarding (RCF)	<ul style="list-style-type: none"> Practices currently using voice over IP (VoIP) for faxing must convert to analog fax lines to avoid stability issues associated with VoIP faxing and fax forwarding. Remote Call Forwarding (RCF) must be used to forward incoming faxes from the practice's local number to the practice's athenaFax number; Instruct your telephone carrier to initiate RCF with a recommended minimum of 3 paths per 1 FTE provider utilizing the fax line (the athenaFax system is capable of receiving up to 75 pages per hour per path); With only a single path, you would be limited to one concurrent transmission (additional callers will get a busy signal). Note: "*72" is not the same as RCF and is not an acceptable solution. 	Minimizes busy signals received by senders	<p>RCF replaces normal monthly cost of an analog fax line;</p> <p>Monthly cost for RCF is slightly greater (depending on the number of paths)</p>
Outbound faxing	<ul style="list-style-type: none"> RCF initiation will disable outbound faxing from remotely forwarded fax numbers; thus, the practice must secure a second fax line for outbound correspondence (in-office clinical paperwork and non-clinical faxing); If the practice already has a second fax line, it can be used for this purpose; If the practice does not already have a second line, the current phone jack used for faxing via the current number (to be forwarded remotely) will become available as a second line to be used for outbound faxing. 	No interference between inbound faxes from third parties and outbound faxes, especially given the increased volume of outbound faxes post go-live, as historical records and in-office paperwork are faxed to athena to be filed in charts	Regular monthly cost of an analog phone line (if the practice has to purchase a phone line)

This chart summarizes minimum fax machine specifications & configuration requirements for athenaClinicals

Fax Machine Minimum Specifications	Fax Machine Configuration Recommendations
Minimum memory of 8.0 MB	Transmission retry setting enabled
Minimum document feeder volume of 20 pages	Configured to print transmission report after each fax
Super G3-capable	Fax resolution configured for minimum 200x200 dpi
Dual scan capability (ability to queue outbound fax jobs while receiving fax transmissions)	Error correction mode enabled
	Fax Batching mode disabled
	Disable any enhanced G4 settings (relevant to newer fax machines)