

etherFAX's® Integration with Lexmark™ Enables Fresenius Medical Care to Extend Faxing to the Cloud



Fresenius Medical Care (FMC) is transforming the future of healthcare with its comprehensive solutions for people living with chronic kidney disease and related conditions. Since 1996, it has been creating clinical value for both patients and payors through extensive research, data-driven insights, and innovation.

From evolving home dialysis procedures to providing mental health support, nutritional resources, and financial guidance, FMC is committed to improving the quality of life for patients.

Challenge

With staff utilizing nearly 5,000 multi-function printers (MFPs) throughout 40+ field offices and more than 3,000 clinics, FMC needed a reliable faxing platform to send and receive patient data and business information securely and efficiently.

Busy signals, failed faxes, and downtime occurred all too often with analog lines, which significantly impacted workflows and productivity. In the event a clinic closed its doors, chaos ensued when faxes weren't rerouted to operational DIDs. As many as 400 helpdesk tickets were submitted per month, which took up to two weeks to be resolved.

The analog phone lines were not only unreliable, they were also expensive at \$50/month per line. A modern faxing solution was necessary to seamlessly exchange patient data, improve business processes, and reduce costs.

Solution

After evaluating several solutions, etherFAX's secure document delivery platform was selected in 2021. Through etherFAX's [Direct integration with Lexmark](#), FMC can now transmit documents to millions of etherFAX's connected endpoints with both ultra-fast transmission speeds and guaranteed delivery.

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As a leading provider of hybrid-cloud fax solutions, etherFAX eliminates busy signals, handles multiple inbound faxes simultaneously, and eliminates recurring costs associated with traditional fax lines. For guaranteed data protection, etherFAX solutions operate in a HIPAA and SOC 2® compliant environment that is both HITRUST CSF® and PCI DSS certified.

Results

etherFAX has enabled Fresenius Medical Care to optimize business processes and significantly reduce costs. To date, etherFAX and its integration with Lexmark has saved FMC over \$3 million.

Unlike DID limitations associated with analog lines, FMC is now able to use multiple DID numbers on a Lexmark MFP. Data protection has also improved as all information is now encrypted in the cloud and sensitive patient information is no longer left out on machines.

As patient records, prescriptions, referrals, and insurance information are exchanged faster, patient outcomes have also significantly improved. With faster turnaround times, doctors and patients at Fresenius Medical Care can spend more time deciding on the best treatment plans without delays caused by missing or delayed documents.

For automatic reports on inbound and outbound faxes such as volume, location, and delivery confirmations, etherFAX provides a secure user portal. Additionally, FMC benefits from real-time notifications on system performance, security, service interruptions, and scheduled maintenance.

**Interested in learning more about our integration with Lexmark? [Let's chat.](#)
Call 877-384-9866 | Email sales@etherFAX.net.**

About etherFAX

Founded in 2009, etherFAX® offers a secure document delivery platform and suite of applications widely used across a broad range of industries to digitize workflows and optimize business processes. As a leading provider of hybrid-cloud fax solutions supporting healthcare enterprises, etherFAX securely transmits protected health information and high-resolution, color documents directly to applications and devices with end-to-end encryption and ultra-fast transmission speeds. etherFAX's secure, cloud-based, and encrypted data exchange solutions operate in a HIPAA and SOC 2® compliant environment that is both HITRUST CSF® and PCI DSS certified.