

Name: Ariana Page

Is this a project that you will work on alone, or will you collaborate with others? If you are collaborating with others, list their names, their Tufts affiliation, and their contact emails. Please indicate which member of your team will be the principle contact.

Dianna manely

Please provide a 300-350 word description of your project

Electronic faxing is a software-based tool that would allow us to send and receive faxes from our computer. There would no longer be paper records sent in or out of the hospital, but we can still communicate with other hospitals fax machines from our computers. We believe that the Client Liaison and Medical Records offices would benefit greatly from an online fax system. It would reduce the current workflow and save on the amount of time it takes from receipt of a document until that document is disposed. Client Services, Medical Records and Clinicians time would be better spent by having medical records available, easy to access from anywhere in the hospital and overall better quality of documents. Creating ease in the work place is a goal for staff and faculty, however, the hospitals goal is to make the clients experience as pleasant and smooth as possible. Having a system that allows less complications and delay, we assist in accomplishing the hospital goal of allowing a pleasant experience for owners. The hospital would also be able to save money on fax machine costs including; replacement machines, repair, paper, ink and toner. From the Client Liaisons and Medical Records departments, we can see that other departments in the hospital could also benefit from electronic faxing, like Pharmacy, Clinicians and Administration. The first step in this project was to determine which vendor can accommodate a large hospital/university. Once we determined that there are multiple companies who can, we spoke with representative and determined pricing and implementation needs. If the software is approved training will be needed for supervisors to teach anyone receiving or sending out fax documents. Once the software is in this should take only several weeks to make sure everyone is trained properly. We would further be able to track the amount of paper saved over time based on the number of faxes received via email and the number of pages in each emailed fax.

What is the problem that you are looking to solve?

Reduce the workflow of processing patient records. Faxes would be delivered to the already existing, secure Liaisons email address as an attachment. Liaisons can also send documents electronically from the same email as well. Reduce cost of managing documents by saving money on Fax Machine replacement/repair, paper, toner and ink Help Tufts further our goal of being a green community and university, this will also help to verify when medical records have been received, due to multiple fax numbers and machine locations, at times records can be hard to track down. Finding medical

records and making sure they are in on time for appointments would be much easier. This would be as simple as looking in one place for the medical records.

Has this been done before? How is this project different?

No

How would you sustain or expand the project after the pilot has ended?

Support and funding for the electronic fax solution would come from removing the cost of fax machine replacement/repair, scanner replacement/repair costs (due to reduce wear and tear on the scanners) and the reduction of fax machine paper, ink/toner costs.

How will you measure success?

Success will be measured in multiple ways. 1. By measuring the amount of paper purchased by the hospital. 2. By measuring the number of hours saved not spent processing paper documents into digital documents. 3. By the ability to track and audit patient documents received dates. 4. By measuring the time it takes to locate received patient documents and send them to RDVM's and clients requesting them. (if manual fax today, means they have to be consolidated to one document and printed and then faxed.)

How many people would this project impact? Please categorize them as students, faculty, staff, and other

For start it could impact the entire small animal hospitals. It would impact Client Liaisons, Medical Records, Pharmacy and Clinicians, anyone associated with reviewing patient records. After the pilot electronic faxing has the potential for impacting the entire University and beyond to all Tufts hospitals.

What is the environmental impact?

Reduction in the use of paper, and having to recycle that paper as well as having to dispose of old fax machines and recycling toner cartridges.

What are the educational impacts of this project?

It is really just a way to put the hospital and University as a whole more in line with its already green culture. Since the University has been focused on educating students, faculty and staff on being green, this type of project will enhance that message.

What is the social impact (excluding educational aspects)? (e.g. alleviating climate injustice, community resiliency, culture change, equity, etc)

It will impact the culture of the hospital in a way that enhances the green mind set and culture.

Will it help Tufts meet its sustainability goals? If so, how?

Yes, electronic faxing will help tufts meet its sustainability goals. It will help reduce waste, i.e. paper; fax machines; toner; ink. It will also reduce the energy of running separate fax machines that have to be plugged in 24 x 365.

What are the life cycle cost savings or the immediate cost savings, if applicable?

Immediate cost saving per year on fax machine replacement is about \$2,000 just for the pilot fax machines. The unknown cost savings is in paper and toner. We were unable to talk to the the people that currently purchase those for our department.

Provide us with a timeline of planning and implementation of the project. (This question is for optional additional information not included in the Gantt chart)

It is too soon to have a completed project implementation plan. The planning phases have to be done in coordination with Tufts IT dept. Our Gantt Chart only includes the pilot phase, if approved timelines could change based on dates of approval.

How much funding are you requesting from the Green Fund? Are you seeking funding from other places?

\$2,000 We only have estimates at this time for the software cost per year. See attached

Who would pay for it in the future?

Letter of support is attached signed by Dr. Cheryl Blaise and Richard Harding

Is ring central an approved vendor? SHI is an approved Vendor and they can be purchased through SHI

Are there security issues associated with this? Each of the fax software companies we spoke to offer encryption of incoming and outgoing faxes. We would also be using our already existing Tufts Exchange mailboxes so there is no issue with security at all.