LOS ANGELES COUNTY
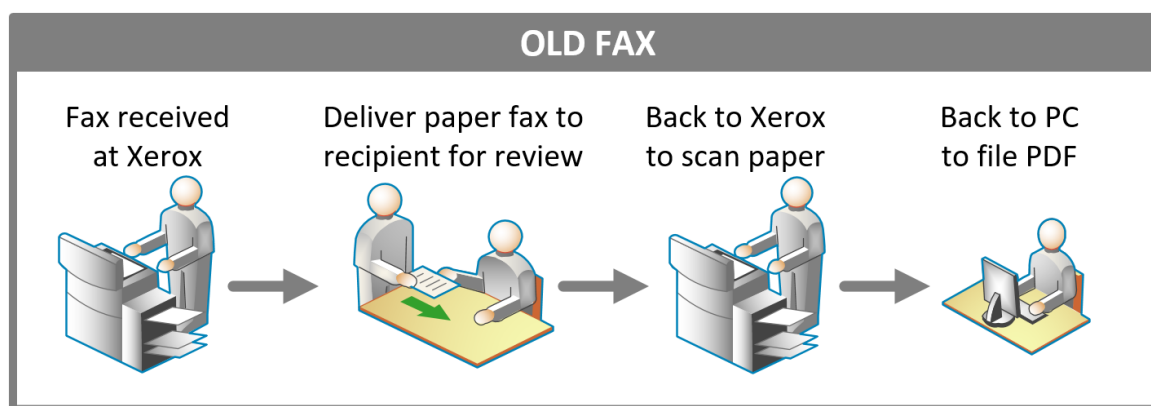# DEPARTMENT OF MENTAL HEALTH
hope. recovery. wellbeing.

TO: **All DMH Programs with Active Fax Lines**

FROM: DMH CIOB – Cloud Fax Solution Project

SUBJECT: Cloud Fax Solution

The Department of Mental Health has begun using **eFax** to replace its old analog fax numbers with a more reliable, secure option.

Old fax technology requires more effort, time, supplies, and can be insecure. Fax lines can be busy, the receiving Xerox can run out of paper or become overloaded, faxed paper pages can be misplaced or delivered to the wrong desk, or the papers can simply sit at the receiving device.

OLD FAX

| Fax received at Xerox | Deliver paper fax to recipient for review | Back to Xerox to scan paper | Back to PC to file PDF |

eFax is safe, easy, fast and available 24/7 everywhere you work.

Benefits:

- eFaxes arrive immediately in DMH email on your desktop/laptop, tablet and iPhone.
- eFaxes (PDFs) are immediately ready to read, annotate, or file electronically.
- Forward multiple fax numbers to a single eFax to manage centrally.

e FAX

Staff open emailed fax PDF and forward or file it.
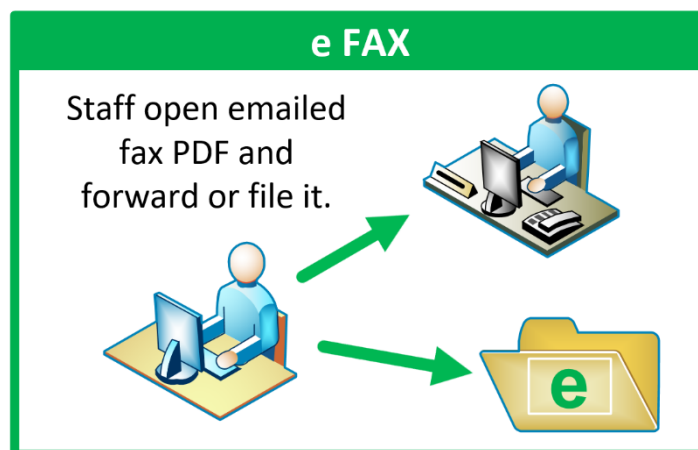
- eFaxes are *received* in a Group email, such as, **MyProgramFaxes@dmh...**
- eFaxes can be *sent* easily from any DMH email…on your desktop, laptop, tablet or County iPhone.
- eFaxes can even be sent directly from Word, Excel, Adobe, and other programs.
- Fully encrypted and secure, with complete audit trails and accountability.
- Environmentally sustainable.

This solution has been fully tested and is already used by Public Guardian, Intensive Case Division (ICD), Treatment Authorization and Referral (TAR), Northeast MHC, Access Center, and many other programs.

HOW EFAX WORKS

The basic process for cloud faxing is:

1. **Sender** uses their regular fax machine to send a document to a DMH fax number such as (213) 555-1212.
2. The **incoming fax is received** the eFax number in the cloud. (If the Program has ASB forward the old fax number to eFax, then calls to the old fax will be forwarded to the new eFax number.)
3. eFax **converts the fax to PDF and emails it** to the Program's Group Email, for example, MyProgram@dmh…)
4. The emailed fax can then be opened by any of the Group Email's authorized users, who can then process the emailed fax (forward, file, upload, etc.).

TIP: Multiple existing fax numbers *can be consolidated* and forwarded to a single eFax number. eFax is not bound by geography so the fax numbers from multiple XYZ program sites can be received at a single eFax number. In this way, important faxes are always received immediately, even when no one is at a particular site.
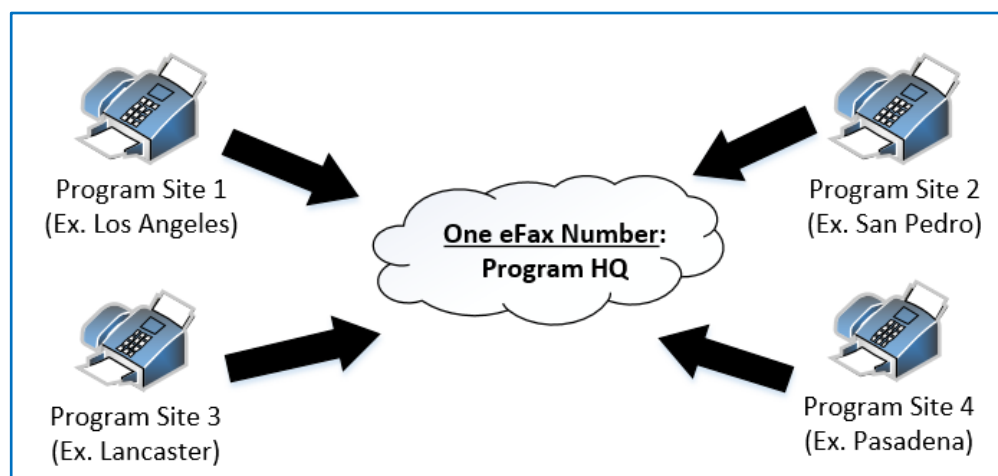
WHAT CIOB NEEDS FROM YOU

1. <u>Use Service Catalog to Request a Group Email to receive eFaxes</u>

eFaxes are sent to an email address. If you want CIOB to create a **<u>new Group Email</u>** box for incoming faxes, submit a Service Catalog (SC) request. Or, if your program already has a Group Email, you can use it to receive eFaxes. Email names are limited to *20 characters*.
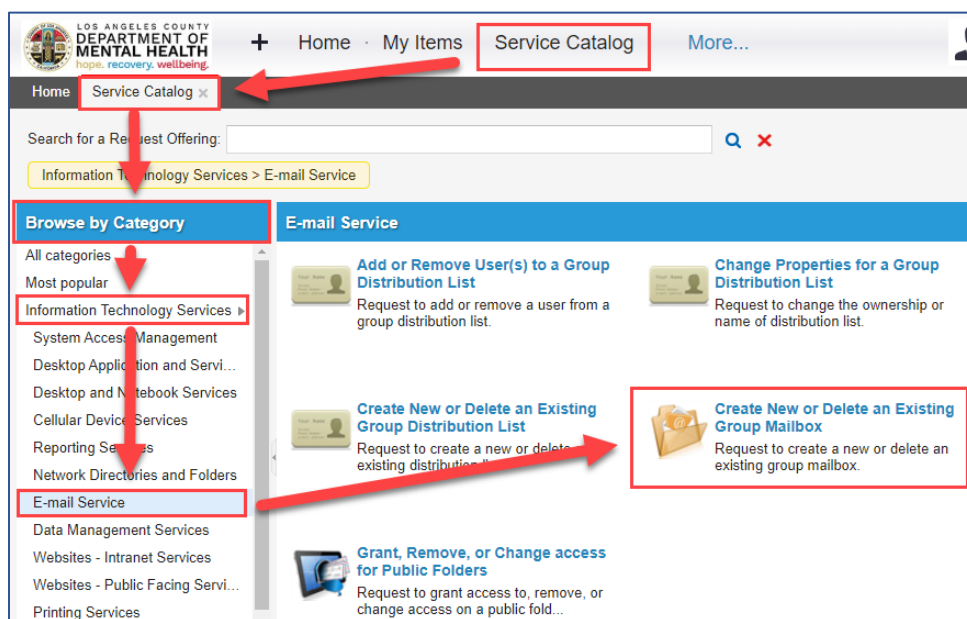
Complete basic information on the first page and details on page 2. (The Group Email "owner" is the Program Manager or higher.)

<u>Attach a</u> **<u>list</u>** of the old analog fax number(s) that are being replaced with an eFax number. <u>Or</u>, submit the request, then reopen it and <u>add a</u> **<u>NOTE</u>** with the number(s).

2. <u>Provide Service Catalog Request Details to eFax Administrator</u>

Provide SC# via email to: dwhitehead@dmh.lacounty.gov. You will be informed of your new eFax number once your Group Email is activated and tested.

NOTE: Best practice is to inform senders of the new eFax number to use, and to stop using the old number(s). If it is necessary to have the old analog lines forwarded, a separate SC request to Administrative Support Bureau Telecommunications Unit must be submitted.

MORE INFORMATION

Watch a brief **eFax Introduction** video at: https://enterprise.efax.com/resources/videos

Watch a **HIPAA overview** of eFax at:

https://www.youtube.com/watch?v=TSC46FsJpn0&feature=emb_rel_end

Thank you.