



Tips & Tricks Weekly



Fax-Print Queue

DID YOU KNOW?



You can check your failed faxes or print jobs in TouchWorks! This will ensure that our patients receive optimal care from ETSU Health and that the recipient is receiving the needed documentation within a timely manner. By checking your failed fax jobs you're also ensuring that our Referring Provider database is up to date (Please be sure to open a ticket with our helpdesk when you find a bad fax number on one of our referring providers. The E.H.R. team monitors failed faxes but may not be able to get to them as quickly as you can.

Click "Utilities" then the "Print Queue" link in Touchworks vertical side-bar menu to see the print queue. Select the "failed" tab to see failed items sent under your username.



Job Queue (Failed) - 42 Items					
Sites (All)					
All	Failed	Cancelled	Idle	On-Hold	Active
Job ID	Queued	Type	Destination		
18394864	5/2 08:37 AM	FAX	8664345524		
18410535	5/3 02:02 PM	FAX	5592991760		
18402420	5/2 03:41 PM	FAX	4239796487		
18402442	5/2 03:43 PM	FAX	4239796487		
18401754	5/2 03:04 PM	FAX	4239793487		
18401852	5/2 03:12 PM	FAX	4239793487		

Click on the "View Cover" button to find the recipient details. If the fax number is correct and the fax fails, it needs to be sent manually on a fax machine or mailed if the "Resubmit" option fails. If it's not a working fax number it will need to be resent using the correct number. See below to "Reroute" the fax.



PRINT QUEUE

Job Queue (Failed) - 42 Items

All	Failed
18409025	5/3 11:...
18394864	5/2 08:...
18410535	5/3 02:...
18402420	5/2 03:...
18402442	5/2 03:...
18401754	5/2 03:...
18401852	5/2 03:...
18401954	5/2 03:...
18390701	4/29 03:...
18390849	4/29 03:...
18394307	5/2 03:...

Print Preview

CONFIDENTIAL PATIENT INFORMATION

The information contained in this facsimile message may be legally privileged and intended only for the use of the individual or entity name below.

Date: 5/4/2022

Pages:

To: OptumRx Prior Authorizations

Fax Number: (866)434-5524

From: Smith, Heather (Pediatrics)

Phone: (423) 439-7320

Comment:

Buttons: ZoomIn, ZoomOut, Details..., View..., **View Cover...**, Re-route..., Resubmit, Cancel, Search

You can re-route a fax by clicking the "Re-route" button. Simply change the information in the required field. If you have discovered that the fax number is bad, please open a ticket and report the update so that we can keep the Referring Provider database current. This will also cut down on failed faxes. Yay!



18402442	5/2 03:43 PM	FAX	4239796487
18401754	5/2 03:04 PM	FAX	4239793487
18401852	5/2 03:12 PM	FAX	4239793487
18401954	5/2 03:12 PM	FAX	4239793487
18390701	4/29 03:12 PM	FAX	4239793487
18390849	4/29 03:12 PM	FAX	4239793487
18394307	5/2 03:12 PM	FAX	4239793487

Fax

Server: Any Print Center

To: OptumRx Prior Authorizations

From: Smith, Heather

Fax Number: 8664345524

Buttons: OK, Cancel

Bottom Buttons: Details..., View..., View Cover..., **Re-route...**, Resubmit, Cancel

Important! Never put PHI in the "Comment" section of the cover sheet! If you need assistance with this please call the HelpDesk @ 423-282-6122

Remember, never remove tasks!