Faxing Documents from Allscripts

Individual notes, sections of a chart, lab results, imaging reports, etc. can be faxed directly from the EHR. Whenever a document needs to be faxed from Allscripts, use the following steps as a guide.

1. Locate the document that needs to be faxed from the patient’s Clinical Desktop. In this example, an established note on FEMALE TEST needs to be faxed. Right click on the document and select “Fax.”

2. The Fax Dialog box will pop up, in which you should enter the destination and fax number for the intended recipient. You can also search for internal providers and referring providers that are in the system by clicking on the binoculars under “Recipient Info.” Be sure the radio button has been selected correctly. The Provider button is used for searching internal providers; the Referring Provider button is used for providers outside of the organization.
3. Type in the name of the provider you wish to fax, and click on “Search.” Highlight the correct provider and click on “Ok.”
4. Add any comments you wish to make on the fax cover sheet under “Comments,” and make sure the correct letterhead is selected under “Document.” In the example below, the note is being faxed to Allscripts Provider, fax number (423) 433-6060, and a comment has been added in the Comment box. The letterhead is Bristol Family Medicine (BFM Letterhead). Click “Ok” and the fax will be sent.

5. If you would like to know if the fax was sent correctly, go to User Options on the Horizontal Toolbar and under the Print Queue tab, you can locate your fax. If the job was sent properly, the Progress status will read “Job Completed Successfully.”
The Print Queue can be filtered (searched) by specific user or patient by clicking on the “Search” button. The drop down menu at the top (defaulted to “Current Queue”) can be changed to look list the last 10 days. The tabs across the top of the screen will filter by job status (All, Failed, Canceled, Idle, On-Hold, Active, Posted, Complete).

### Things to Remember about Faxing

- Keep in mind the **number of pages** you plan to fax. Lengthy documents tend to fail during transmission.
- If a patient needs their entire medical record sent to another provider, consider sending another way (by mail, by CD, etc.). Some charts are too large for the system to handle efficiently. You might also consider sending one section at a time.
- Before resending a document, check the Print Queue. The job could be idle, waiting for the modem or a busy signal to clear.