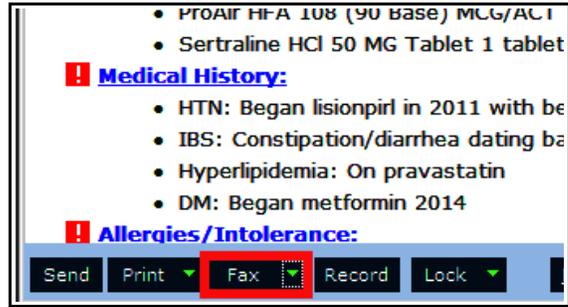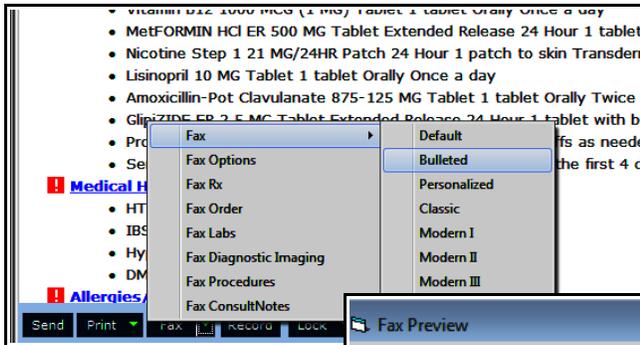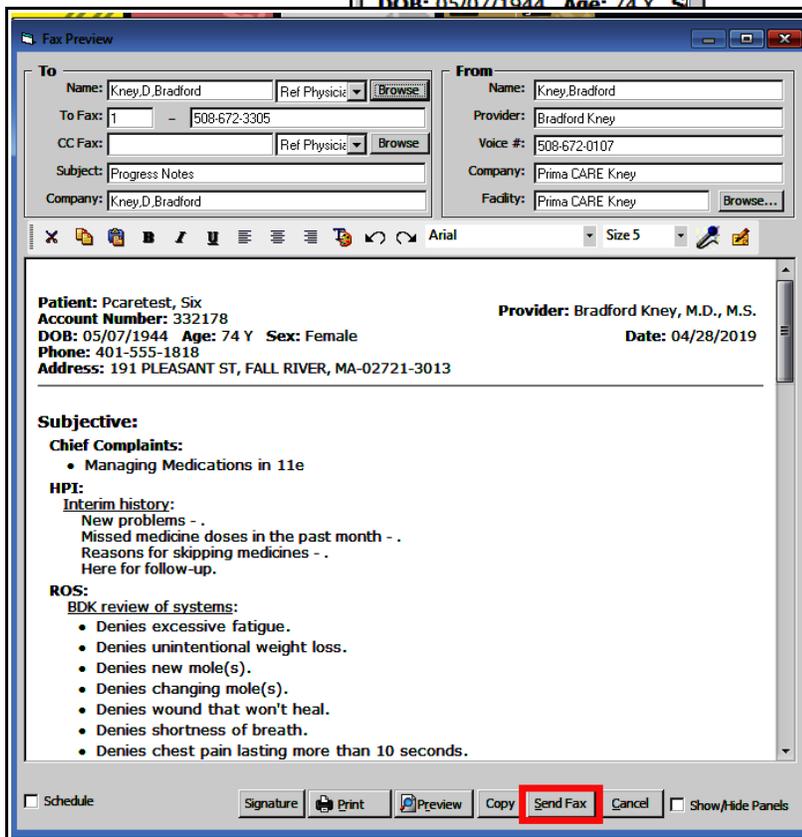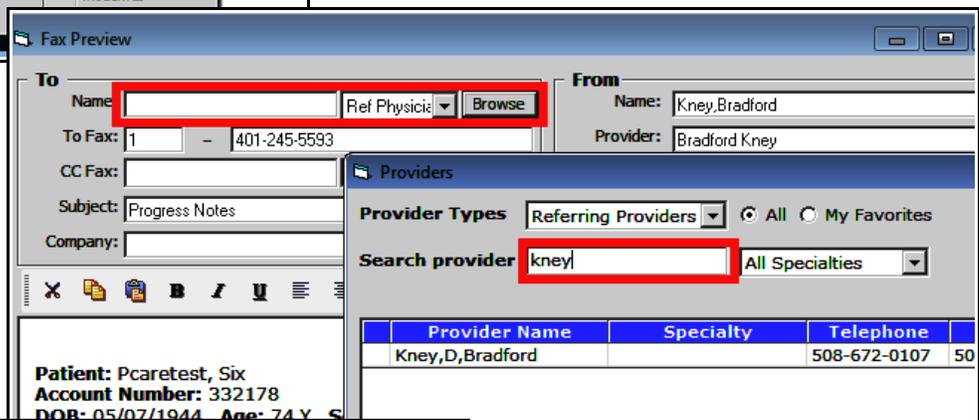# Faxing a Progress Note, Lab, or DI in ECW 11

To fax a note to another provider in ECW 11, open the note and either click on "Fax" or on the arrowhead next to "Fax".

In the fax screen, click on "Browse" to find the provider to whom you want to send the fax.

Now, just hit "Send Fax" and the note will be sent.

If the fax fails, this may be due to incorrect information pulled by ECW into the fax screen. A "failed fax" entry will appear in your M jellybean. If this happens, double check the fax number. If this is incorrect, email the correct information to MJ. If the fax number is correct and the fax still fails, email me, and I will try to figure out what is going wrong (you can also just hit "Reply" and click on the ellipsis to assign the message to one of us).
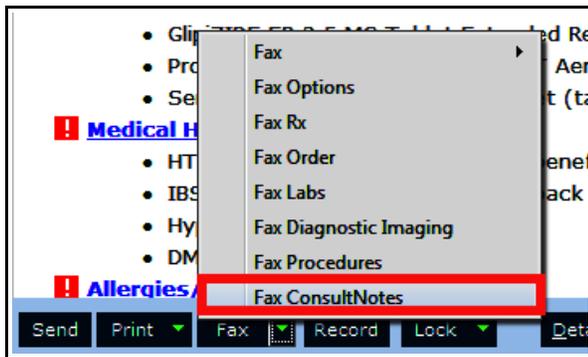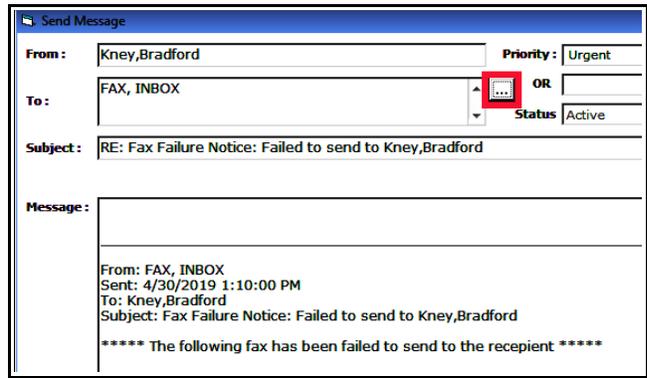
Another option is to choose "Fax ConsultNotes" - this option allows you to choose the portions of the note you want faxed.
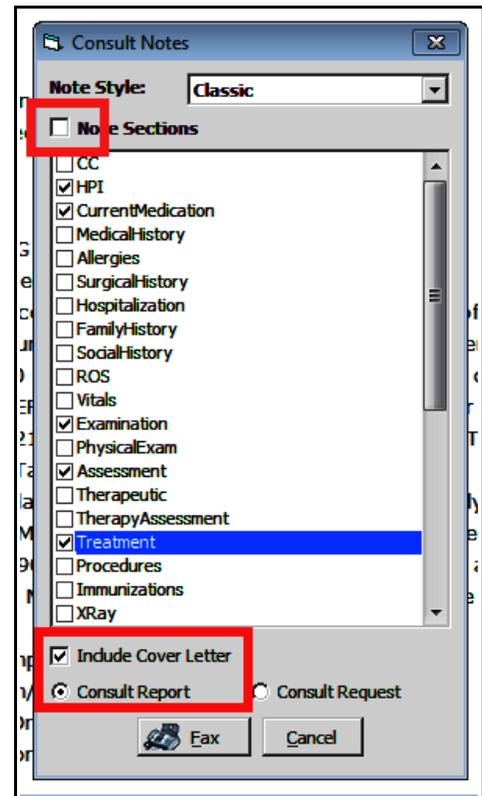
If you click on the box next to "Note Sections", you can select all, or deselect all. Once deselected, you can click on the sections you want to include in the fax.

You can also choose the option to include a cover letter – which is shown below. Choose "Consult Request" and a consult request letter will be sent with the fax.
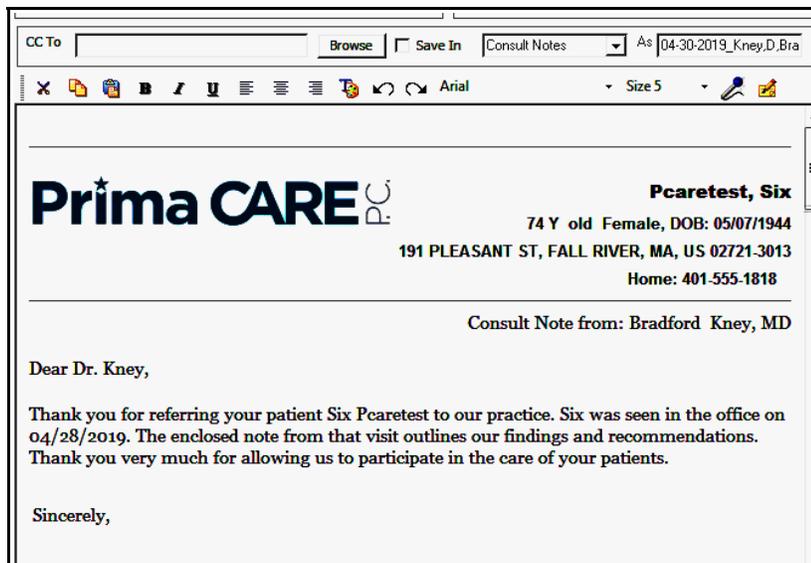
Then click "Fax", and the fax screen shown on the previous page will appear.

Choosing "Fax Options" also permits you to select what sections of the note you want to send, as shown below.
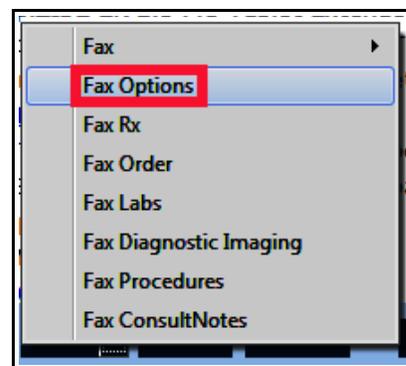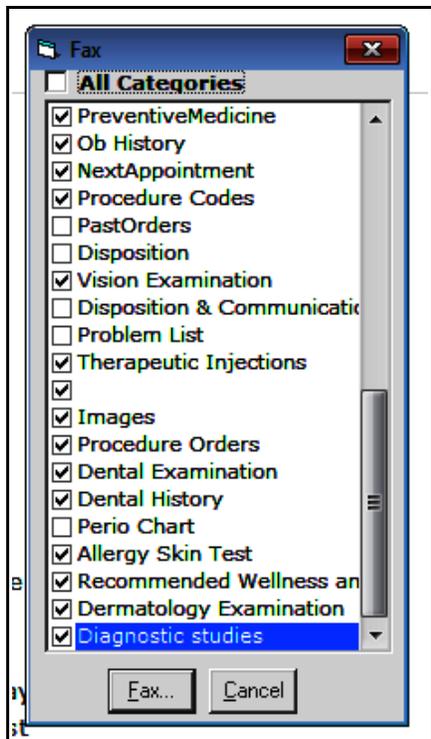
Note that the options of "Fax Labs" and "Fax Diagnostic Imaging" on the menu above pertain to faxing ORDERS for labs and DI – not faxing lab/DI results.

One problem with faxing is busy lines. The ECW fax server makes 4 attempts to connect with the recipient's fax machine over 30 minutes, then gives up and generates a failed fax message. One simple way to avoid a busy line is to schedule your fax when offices are closed, and line traffic is low.

Checking the box next to "Schedule" and then adding a time in the early morning hours of the next day is likely to avoid a busy line. Put the cursor in the time box and type in a new time – hitting the tab button on your keyboard twice gets you to the date field – make sure to change this to the following day.
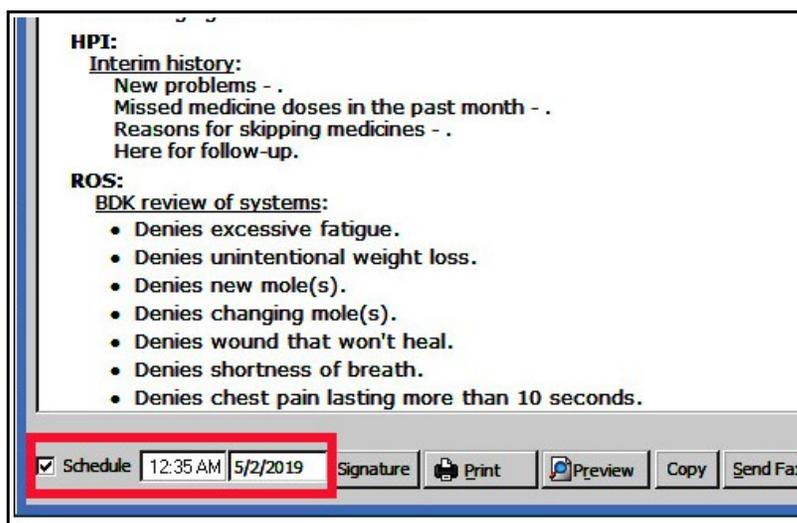
Sending documents via P2P is a far better option than faxing. Medicare is cutting reimbursements to providers who fax rather than communicate electronically via P2P – so whenever possible, choose P2P over faxing.

To fax a lab, double click on the lab and choose "Fax Report" from the "Print" dropdown menu.

This opens the same fax screen shown before, but you will need to choose "Ref Physicians" prior to clicking the "Browse" button.

Alternatively, you can click on the paperclip next to the lab, and select the "Fax" button shown in this screenshot. This opens the same fax screen shown above.

You can also send a report of multiple labs by clicking on "Cumulative Report" at the top of the lab screen.

Then choose the date range you would like to include, and click on the "Fax" button at the bottom left of the screen.
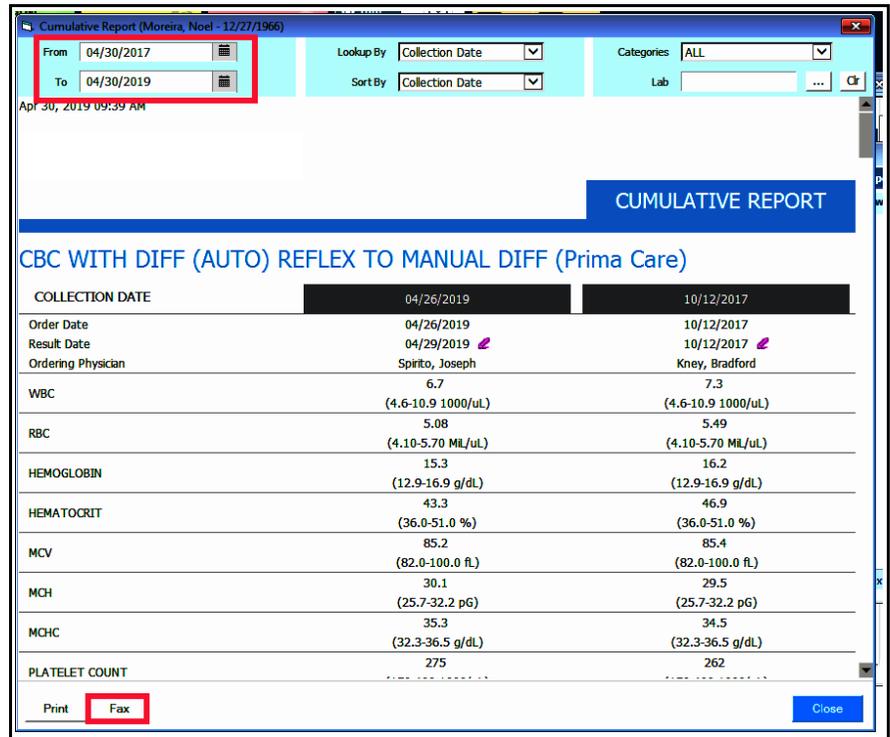
To send a diagnostic image report, click on the paperclip next to the DI, and follow the same workflow shown above.

Dealing with Failed Faxes
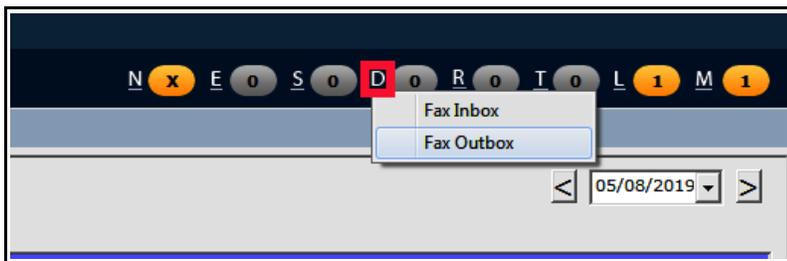
To see failed faxes, go to the "Fax Outbox" by clicking ON the "D" and choosing "Fax Outbox".

Choose "Failed" in the dropdown menu to filter out all the other faxes.

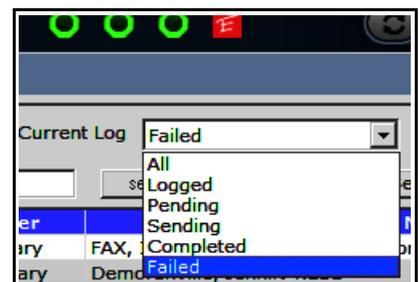| Sent By	Provider	Patient	To Name	Fax No	Fax Status	Sent Date	Fax Type	
Marshall, Mary	Marshall, Mary	FAX, INBOX	Albert Signorella	1-508-961-09:	Failed	05/08/2019 14:48:25	CustomForms	Fax [905549] - Failed due to NO_ANSWER
Freitas MA, Sally	Sherlock, Mary		NELC	774-365-486	Failed	05/08/2019 14:46:53	TiffDocument	Fax [905542] - Failed due to NO_ANSWER
Miozza, Alyssa	Thorpe, Bianca		David Coulter	617-355-3397	Failed	05/08/2019 14:39:44	ProgressNotes	Fax [905537] - Failed due to NO_ANSWER
Miozza, Alyssa	Thorpe, Bianca		Corporation Childrens Hos;	617-355-3397	Failed	05/08/2019 14:36:40	ProgressNotes	Fax [905528] - Failed due to NO_ANSWER
Miozza, Alyssa	Tan, Debbie Ann		Mark Lowney	508-672-5442	Failed	05/08/2019 14:33:37	ProgressNotes	Fax [905526] - Failed due to NO_ANSWER
Ignacio, Kathryn	Carolan, Brendan		Stop & Shop Pharmacy #4	844-411-6900	Failed	05/08/2019 13:58:16	Prescription	Failed sending to analog fax
Kney, Bradford	Kney, Bradford		Kney,D,Bradford	5089657118	Failed	05/08/2019 14:24:56	ProgressNotes	Fax [905508] - Failed due to NO_ANSWER
Goncalo, Brittany	Joncas, Christophe		and Sports Med Bullis Otho	508-679-7177	Failed	05/08/2019 14:12:39	ProgressNotes	Fax [905473] - Failed due to FATAL_ERROI
Oliveira, Marisa	Adams, Jessica		BCBS Clinical Coordination	1-866-577-990	Failed	05/08/2019 14:13:11	TiffDocument	Fax [905436] - Failed due to NO_ANSWER
Marshall, Mary	Marshall, Mary		M Anis Rahman	1-508-646-77:	Failed	05/08/2019 12:25:58	CustomForms	Fax [905418] - Failed due to NO_ANSWER
Collazo, Sonia	Sherlock, Mary		Cynthia Paradise	508-998-5781	Failed	05/08/2019 13:00:25	ProgressNotes	Fax [905411] - Failed due t BUSY Page
Mcgee, Nicole	Campbell, Michael		SAH	781-884-0882	Failed	05/08/2019 13:00:55	ProgressNotes	Fax [905389] - Failed due t BUSY Page
Marshall, Mary	Marshall, Mary		Ibrahim Eid	1-508-679-66(	Failed	05/08/2019 13:04:58	CustomForms	Fax [905374] - Failed due to NO_ANSWER
Goncalo, Brittany	Callen, Dennis		And Rehabilitation Inc Milto	508-674-3325	Failed	05/08/2019 13:01:56	ProgressNotes	Fax [905362] - Failed due to NO_ANSWER
Mcgee, Nicole	Callen, Dennis		Group, INC. Southcoast Ho	5085-973-395	Failed	05/08/2019 13:01:26	ProgressNotes	Fax [905296] - Failed due to NO_ANSWER
Kney, Bradford	Kney, Bradford		Kney,D,Bradford	5089657118	Failed	05/08/2019 10:26:59	ProgressNotes	Fax [905269] - Failed due to NO_ANSWER
Amaral, Debora	Kabak, Jennifer		referral dept	855-334-5677	Failed	05/08/2019 14:10:06	ProgressNotes	Fax [905235] - Failed due to BUSY - Page
Farag, Amgad	Grady, Ann		Eliza Defroda	508-689-2964	Failed	05/08/2019 13:01:56	ProgressNotes	Fax [905215] - Failed due to BUSY - Page
Mcgee, Nicole	Mouded, Majed		Akshay Desai	781-960-1177	Failed	05/08/2019 12:58:51	ProgressNotes	Fax [905200] - Failed due to BUSY - Page
Marshall, Mary	Marshall, Mary		Jennifer Fichter	1-508-646-77:	Failed	05/08/2019 13:03:27	CustomForms	Fax [905194] - Failed due to NO_ANSWER
Lavigne, Lisa	Lavigne, Lisa		STOP & SHOP PHARMACY	508-998-8589	Failed	05/08/2019 12:26:44	Prescription	Failed sending to analog fax
Neto, Rosemarie	Adams, Jessica		BCBS	1-866-577-990	Failed	05/08/2019 13:01:26	TiffDocument	Fax [905180] - Failed due to NO_ANSWER
Costa, Priscilla	Costa, Priscilla	FAX, INBOX	Ziad Hinedi	1-508-235-10:	Failed	05/08/2019 13:02:57	CustomForms	Fax [905145] - Failed due to NO_ANSWER
Kney, Bradford	Kney, Bradford	Pcaretest, Six	Kney,D,Bradford	5089657118	Failed	05/08/2019 08:05:45	ProgressNotes	Fax [905144] - Failed due to NO_ANSWER

300 | | | of 24 results. | Sort Order | Descending

Send Failed Faxes
Send Selected Faxes

Refresh | Details | Cancel | Fax Server

Transaction ID: 20190508134004565152225143
Fax ID: 905508

Count: 24

If you are sure all the information is correct – especially if the error reason is given as "Busy" - try selecting the fax and choosing "Send Selected Faxes". This will try again – 4 times over about 30 minutes. An error of "NO ANSWER" suggests that the fax number is incorrect – double check the number, and if it is correct, try re-faxing.

Send Referral

This referral is ready to be sent electronically.

☑ Send Reminder fax to Bradford Kney at

🖨 1-508-672-3305

☐ Always send electronically to Referred To provider

[Send] [Cancel]

Faxes with the patient name "FAX, INBOX" are likely being generated when a referral is sent – UNCLICK the button that says "Send Reminder fax" before you hit "Send". These faxes contain no patient demographics, and don't appear to ever go through.

Brad Kney, MD
May 8, 2019