Integra Cloud Fax® | A2E

The **Integra Cloud Fax (ICF) A2E** is a plug-and-play device that allows the facilities you service to leverage your pharmacy's Integra Cloud Fax Network. Inexpensive and easy to install, this compact pre-configured device connects into a facility's existing fax machines, fax-enabled devices, and IT infrastructure enabling them to capitalize on the benefits of ICF. These small devices provide considerable business and operational benefits to both the pharmacy and the facility.

By integrating a facility's fax machines into Integra's Secure Exchange Network (SEN), pharmacies and facilities are provided the advantages of a private fax network with secure, encrypted transmission and guaranteed in-network delivery of their important healthcare documents.

BENEFITS OF A2E

In-Network Guarantee

Delivery of faxes to and from all ICF networks and ICF A2E-enabled machines is guaranteed so senders never receive a busy signal or have faxes fail to deliver.

Efficiency

Because the A2E receives and sends faxes via the cloud network and not traditional phone lines, there is no need to monitor faxes to ensure they went through.

Safeguard Against Disaster

Should a facility be offline because of a natural or man-made disaster, the A2E will queue all outgoing faxes then send them when connectivity returns. Incoming faxes will queue in the cloud and be received when the A2E is back online.

Secure Transmission

Fully HIPAA compliant, data being sent through the ICF network is protected with military-grade encryption, so documents are transmitted safely and securely.

PHARMACY BENEFITS

- Extend ICF benefits to the facilities you service including failover and redundancy
- Guaranteed delivery and receipt of all faxes from A2E-enabled machines
- Never receive a busy signal when faxing to an A2E number
- Reduced, in-network pricing for all faxes
- Receive faxes directly into DocuTrack
- No long-distance fees

FACILITY BENEFITS

- Keep current fax numbers
- Works with existing IT infrastructure
- Never busy in-bound
- Plug and play; no staff training needed
- May reduce phone lines
- Flat, per-month fee that includes all in-network and out-of-network faxes
- Simultaneous send and receive

FREQUENTLY ASKED QUESTIONS

Can A2E replace existing fax machines?

No. A2E simply extends existing fax machines and fax-enabled devices to the cloud.

What does "in-network" mean"?

In-network includes any numbers associated with ICF and all ICF A2E-enabled fax machines. Numbers using a non-ICF cloud fax service and non-A2E-enabled fax machines are considered out-of-network.

How does A2E recognize in-network?

The network has a record of all registered numbers. When dialing out, the fully automated system instantly recognizes if the number being sent to is in-network or not.

What faxes are guaranteed?

All faxes sent in-network have guaranteed delivery to other in-network numbers.

How does the system guarantee in-network faxes?

The A2E guarantees delivery because ICF fully owns and controls the SEN. The SEN includes both end points - the ICF client located in your pharmacy (which IDs the A2E number, authenticates it, then routes the fax to the A2E through a high-speed internet connection), and the A2E receiver. As a result, the signal never goes out of network, or out of ICF's control, to send.

Can the facility still send out-of-network faxes?

A2E allows sending and receiving to out-of-network numbers, but because outside numbers are not in-network, delivery can't be guaranteed.

Does A2E work if internet goes down?

Yes, it provides the same benefits as ICF. The A2E will queue and store all incoming and outgoing faxes until a connection can be reestablished. When the network is back online, the A2E will automatically receive and send the faxes via the cloud to the intended destination.

How much training does A2E require?

For general staff, no training is required. Faxing is performed exactly the same. Since the A2E simply plugs into existing machines, every day users won't know anything is different. However, IT and administrative staff should become familiar with basic IT and back-end specifications.

How secure is the A2E device?

The A2E device is HIPAA and Payment Card Industry Data Security Standard (PCI DSS) compliant. It also uses defense-in-depth, multi-level encryption (transport and message-level encryption using ECC – Elliptical Curve Cryptography) and military-grade encryption that exceeds National Institute of Security and Technology (NIST) and National Security Agency (NSA) standards.

By 2020

89%

of **ALL** healthcare data will pass through the cloud.

For configuration options, please view the "Configuration Document" on the Integra website.
integragroup.com/services/icf

For more information about Integra Cloud Fax or A2E please contact:
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