



# Gibson Area Hospital and Health Services Improves Clinical Workflows

## WITH ETHERFAX'S LEXMARK™ INTEGRATION

*Gibson Area Hospital and Health Services (GAHHS) aims to be the model of excellence in community-based healthcare. From lab testing to neurology, chemotherapy, and maternity care, Gibson Area Hospital and Health Services provides personalized, professional healthcare services to residents in 150 surrounding zip codes, in addition to Gibson City.*

### Challenge

With more than 100 medical providers and 900 employees exchanging a myriad of patient data and business-critical information daily, Gibson Area Hospital and Health Services required a reliable and secure solution to improve clinical workflows.

When utilizing a traditional fax over VoIP service, GAHHS often experienced busy signals, downtime, and missed faxes. GAHHS began looking for a modern document exchange solution with the help of CDS Office Technologies, a full-line office technology reseller and solution provider.

### Solution

After evaluating several cloud fax providers, Gibson Area Hospital and Health Services selected ETHERFAX in 2020. Utilizing ETHERFAX's integration with Lexmark, GAHHS now securely exchanges sensitive patient information with ultra-fast transmission speeds and guaranteed delivery.

As a hybrid-cloud solution, ETHERFAX has also eliminated the need for costly analog phone lines and telephony infrastructure. Unlike traditional VoIP and FoIP fax servers, ETHERFAX has built-in redundancy and business continuity architecture to effectively eliminate downtime in the event of an outage or disaster. Supporting multiple carriers reduces any single point of failure, enabling ETHERFAX to maintain high availability and scalability at all times.

**ETHERFAX checked all the boxes and was very easy to implement. There was no re-training necessary, and our end-users didn't experience any disruptions.**

**MARK HILEMAN**, Systems Analyst, Gibson Area Hospital and Health Services

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## Results

Gibson Area Hospital and Health Services now securely exchanges over 12,000 faxes per month via ETHERFAX's Secure Exchange Network. Thanks to ETHERFAX's Lexmark integration, all 40 of GAHHS' Lexmark devices can receive thousands of documents simultaneously, thus eliminating busy signals once and for all.

As there are no recurring monthly phone line expenses, ETHERFAX is a cost-effective faxing alternative. GAHHS only pays for faxes sent and received through ETHERFAX at a fraction of the cost. Additionally, ETHERFAX provides 24/7 customer service and technical support.

"I'm also impressed with how proactive ETHERFAX's support team is and how easy it is to reach them," said Hileman. "When we experienced a technical issue, it was resolved quickly and accurately. This would have taken weeks to resolve with another company."

Overall, ETHERFAX's integration with Lexmark has enabled Gibson Area Hospital and Health Services to improve reliability, streamline clinical workflows, and reduce costs.



**We're pleased with ETHERFAX's flexible pricing model, which is far less expensive than traditional faxing. It's unusual to receive such a great service at a discounted rate.**

**MARK HILEMAN**, Systems Analyst, Gibson Area Hospital and Health Services



**For more information, contact a sales team member at 877-384-9866 or [SALES@ETHERFAX.NET](mailto:SALES@ETHERFAX.NET) >**



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX's encrypted data exchange solutions operate in a HIPAA and SOC 2® compliant environment that is both HITRUST CSF® and PCI DSS certified.