

### What is the Xerox® Healthcare MFP Solution?

The Xerox® Healthcare MFP Solution is engineered for Healthcare. Using the latest healthcare standards for communication, it enables your practice to intelligently share patient information with millions of other healthcare professionals, including the ability to scan and store patient information directly to a patient's chart, depending on the capabilities of your EHR. For more information on the Healthcare MFP Solution, please visit [www.xerox.com/XeroxHealthcareMFP](http://www.xerox.com/XeroxHealthcareMFP).

For more information on Direct messaging, and how it improves care coordination, please see:

<https://www.directtrust.org/directtrust-101/> and <http://www.aafp.org/news/practice-professional-issues/20131211directexchangeinterview.html>

### What problems does the Xerox® Healthcare MFP solve?

The Xerox® Healthcare MFP solves some of the biggest challenges facing Healthcare:

- **Streamlines daily workflows** - The Healthcare MFP, working with Kno2's Interoperability as a Service™ streamlines daily patient information related workflows involving printing, scanning and shredding, returning precious time to focus on patient care.
- **Connectivity** – gets the customer connected to the Healthcare Network.
- **Secure interoperable exchange** – provides the path to transition away from fax to a better form of exchanging patient information with other providers. After email, fax is the worst form of exchange. Fax is expensive, labor intensive, not actionable, and not inherently secure.
- **Moving patient documents in paper form to your EHR** – provides a secure and efficient method to capture patient documents in paper form and move them to your EHR. Because the Xerox® Healthcare MFP can integrate with many/most customer EHRs, patients can be identified directly from your system providing an accurate, streamlined workflow.
- **Financial performance** – Transitioning from fax to a better form of exchange significantly reduces costs and mitigates risk.

### What do I get with my Xerox® Healthcare MFP?

Included with your device is more than just traditional print, copy, fax and scan functionality—your new Healthcare MFP enables you to share patient information in a secure and efficient manner as well as to store patient information to your EHR. The Healthcare MFP is enabled to work with Kno2™ Fax for Healthcare offering (an optional extra which the customer may purchase from Kno2).

Additionally, for customers purchasing v2 of the Healthcare MFP, Kno2™ offers an unlimited users/unlimited time subscription to their cloud service (Interoperability as a Service™). This offer is only for customers purchasing v2 of the offering.

### How are Healthcare MFP v1 customers impacted by the launch of v2?

- App update is available at no charge. Log into the Xerox® App Gallery to update your Share Patient Information App. [www.xerox.com/appgallery](http://www.xerox.com/appgallery).

- For v1 customers who purchased the Healthcare MFP but who have not yet activated, Kno2™ offers a “starter subscription” to their cloud service (Interoperability as a Service™). This subscription remains one year/3 users.

### **What can I do with my Xerox® Healthcare MFP?**

The Xerox® Healthcare MFP and the Share Patient Information App work with the Kno2™ cloud service to connect the community of care. The solution enables you to connect to the largest and most secure healthcare network in the United States. Once connected, use the search utility to locate providers or organizations and share patient information across a HIPAA-compliant network to better coordinate care. It's nearly as simple as sending or receiving a fax or email, but specifically designed for healthcare. Additionally, the Share Patient Information App is now enabled to allow you to store patient documents in paper form to your EHR. (Feature availability is dependent up on the capabilities your EHR. Your Xerox sales representative can assist you in determining exactly what your experience will be based on the details of your EHR system.)

### **How do I install the Share Patient Information App on my Xerox® Healthcare MFP Solution?**

For detailed instructions for installing the *Share Patient Information App* (the display name for the Healthcare MFP App), view the *Xerox® Healthcare MFP Solution Quick Start Guide* by visiting <http://www.xerox.com/HealthcareMFPQuickStart>.

### **How do I create a Kno2™ account?**

Register for a Kno2 account by visiting <https://kno2.com/register/healthcaremfp>.

### **Is the handling of patient health information secure using the Xerox® Healthcare MFP Solution?**

All security assurance measures come standard with the purchase of the Xerox® Healthcare MFP Solution. For more information on the information security aspects of the Xerox Share Patient Information App, please refer to the *Share Patient Information App Security Guide* at <https://www.office.xerox.com/latest/SO1GD-10U.PDF>.

All information managed by the Kno2™ cloud platform is secured using advanced technologies, encrypted at rest and in transport, and fully audited. For more information, read the *Kno2 Security Whitepaper* at <http://www.office.xerox.com/latest/SO1GD-11U.PDF>.

### **When I am setting up my Kno2™ account (which is part of installing the Healthcare MFP Solution), I am asked a number of questions about my business. What is the purpose of this?**

This is called “ID Proofing” and is part of the security protocols associated with Direct messaging. One of the aspects that makes Direct messaging secure is that all senders and receivers go through a process to ensure “they are who they say they are.” This is only one of the security aspects of Direct messaging, but it is something that you experience when you are setting up your Kno2™ account. ID Proofing happens once and can be done by the person setting up the Kno2 accounts for the organization. (i.e., all users do not have to go through ID Proofing—only one person does it once on behalf

of the organization.) Also note that answers to questions asked are already in possession of the organization doing the ID proofing; your answers are being compared against information already in the database to confirm that “you are who you say you are.”

### **I already have (or am considering another) Cloud Fax solution, why should I consider adding Kno2™ Fax for Healthcare to the Xerox® Healthcare MFP Solution?**

Enabling fax with your Kno2™ cloud service provides a full Cloud Fax service for your practice which is designed for healthcare and fully integrated with the other forms of patient information exchange provided by the Kno2 Cloud Service. Having all forms of patient information exchange available in an integrated manner provides substantial productivity and interoperability benefits.

- All incoming patient records—whether received by fax or Direct messaging are available in a single unified intake queue. On place for all incoming patient records.
- Documents received by fax can easily be forwarded directly the patient’s chart in Direct-enabled EMRs, or, using tools built into the Kno2™ cloud service, exported for streamlined import into your EMR.
- Analytics are maintained and available at any time to allow you to track where the majority of your fax volume originates. Tools are provided to invite these healthcare partners of yours to obtain Direct addresses (at no charge to you or them). In this way, you have the tools to quickly migrate the majority of your fax volume to Direct messaging; a more interoperable form of patient information exchange that will improve care coordination with your partner providers.

Additionally, your Healthcare MFP (and the Share Patient Information App) are designed to work with Kno2’s Fax for Healthcare in a fully integrated and seamless manner.

### **How do I add fax to my Kno2™ Cloud Service?**

Contact [support@kno2.com](mailto:support@kno2.com) to order Kno2’s cloud fax service. They will assist you in obtaining a new fax number or help you port your existing fax numbers over to your Kno2™ account.

### **Which Xerox Multifunction Printers (MFPs) are supported?**

The list of supported MFPs can be found under the Compatible Products section at the following location:

[www.xerox.com/healthcaremfp](http://www.xerox.com/healthcaremfp)

### **Which languages are supported?**

English