Medical Center Barbour

Case Study

Improving staff productivity and modernizing outdated infrastructure with mFax

For over 50 years, Medical Center Barbour has been serving Eufaula, Alabama. This hospital is licensed for 74 beds and provides services ranging from inpatient and surgical services to radiology, laboratory, and behavioral health services for senior citizens. Providing their community with quality healthcare with a patient-centered approach is their highest priority.

> mFax has made my life so much easier. Our old solution never would work for me and gave me all sorts of problems. mFax is easy to use and easy to show others how to use, especially for people who aren't computer literate. It's been really great for us.

HIM DIRECTOR

Renae Farley

The Problem

Like many healthcare facilities, Medical Center Barbour does a lot of faxing. Before mFax, they were using several Xerox devices connected to a fax server they'd patched together over the years. They were getting complaints from patients and doctors offices saying they weren't receiving faxes. When they switched to an all-VoIP phone system, they realized they needed to update their fax system as well.

The Solution

After a quick Google search, they found mFax. Having read a lot of reviews on mFax, they were impressed by how users in similar situations viewed the software as indispensable. They signed up, tested out the product, and haven't looked back since. mFax has been a huge benefit to their entire organization.

> We didn't have fax machines in our offices and we'd have to get up and go to another room and wait to fax things (and I fax all day long). We usually fax a lot of pages too, so I save a lot of paper not printing these things off. It makes my job a lot easier. My staff doesn't have to get up from their desks to fax, they can just do it directly from their computers, and that saves us a lot of time every day.

HIM DIRECTOR

Renae Farley

MEDICAL CENTER BARBOUR

The Result

mFax has changed the way the team at Medical Center Barbour thinks about fax. They used to have to get up from their desks and go to a separate room to send faxes. When faxing hundreds of pages at a time (multiple times each day), that becomes really inconvenient. mFax has completely eliminated this problem, saving them an enormous amount of time and improving staff productivity. Plus, they're really happy to be wasting a lot less paper!

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We had a lot of doctor's offices saying they weren't getting faxes. With mFax we know if something went through, and we have the history there to show exactly when and where something was sent as evidence.

HIM DIRECTOR

Renae Farley

MEDICAL
CENTER BARBOUR

Can mFax help you?

mFax is built for healthcare. Our industry-leading Tier-1 carrier network and secure fax protocols means your faxes get to their intended destination quickly and securely.

We've helped hundreds of businesses modernize their fax infrastructure and eliminate all the headaches that come with traditional fax.

From our modern and intuitive user interface to our advanced admin controls to our strict security and compliance standards, mFax is designed to make faxing simple, reliable, and secure.

Interested in a demo? Contact our sales team at sales@documo.com or **call us at (888) 966-4922.**

Why Companies Switch to mFax

1 Industry-leading reliability and fax completion rates

2 Advanced admin, user management, and permission settings

3 US-based 24/7 support and account management

4 Compliance and security - HIPAA, PCI, SOX

4 Typical cost savings of 50% or more vs alternatives

mFax benefits

Industry-leading fax-only infrastructure

50% or more cost saving

Real live customer support

Ready to make the switch?

Contact us at sales@documo.com or call us at (888) 966-4922

About us

mFax redesigned fax for the 21st century, built with all the features businesses need to securely and reliably fax sensitive documents with ease. Contact us today for a demo or get started right away with a risk-free trial.