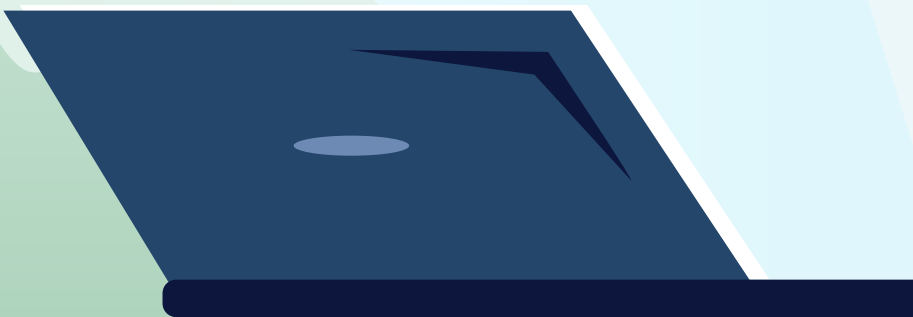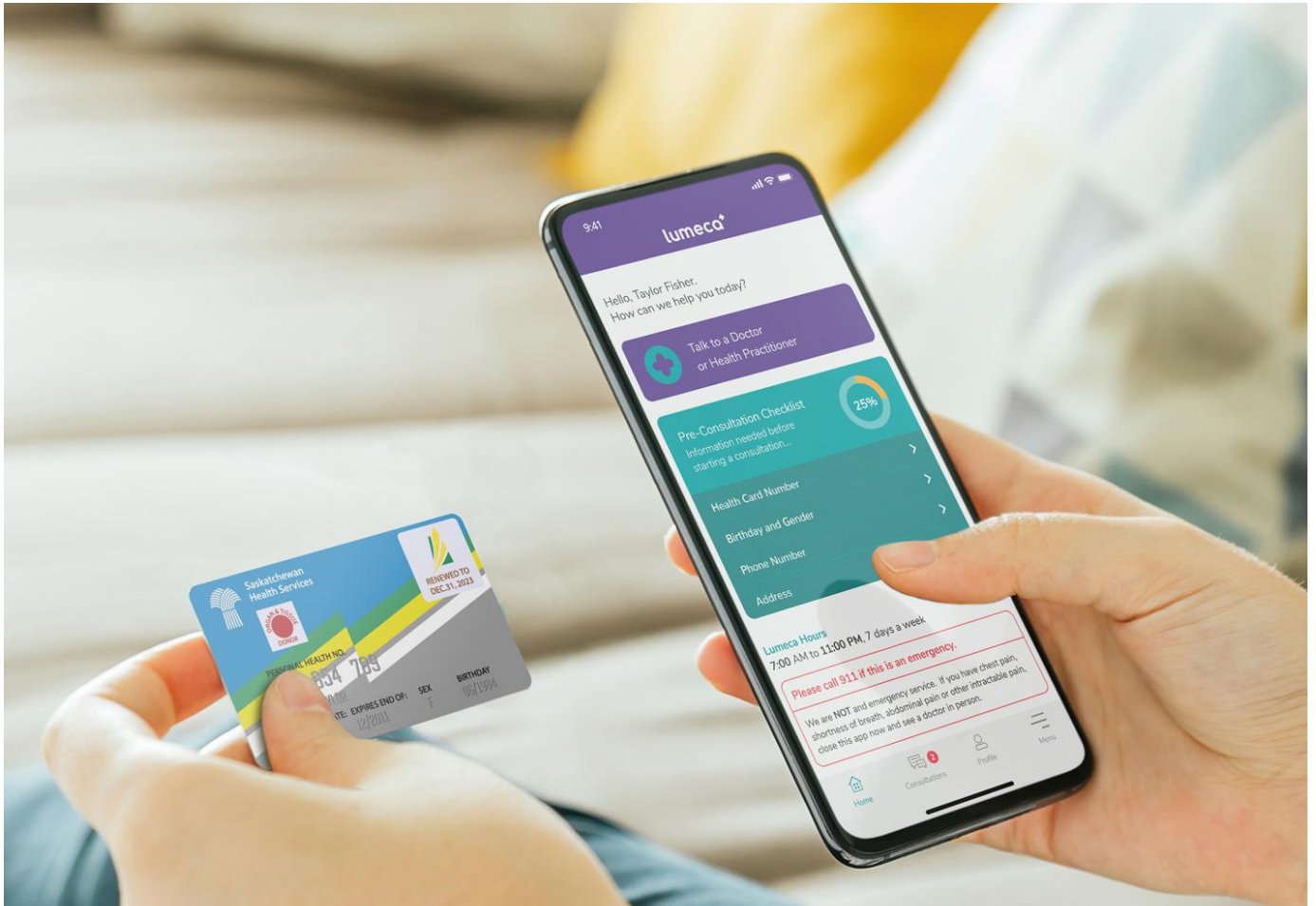# Lumeca Health

Case Study

Integrating mFax API into a telehealth platform to programmatically fax sensitive EMR data

Lumeca is a Saskatchewan-based healthcare technology company that provides remote access to locally licensed doctors via audio and video communication. They also offer a B2B solution that physicians use to conduct virtual consultations and access a number of other useful tools for healthcare providers.

> We've only just started using mFax, but our experience so far has been that it is remarkably easy and intuitive to use

VP OF PRODUCT

Levi Hamilton

lumeca

The Problem

Lumeca has developed a telemedicine platform that allows doctors and patients to communicate and consult remotely. As part of their platform design, they needed a programmable fax solution that could fulfill faxes from their EMR and securely transmit the information to a destination. Their existing solution had caused a lot of errors, and they were informed that the provider would be discontinuing the product in the near future.

The Solution

Their existing provider was planning to stop supporting their fax solution, so mFax partnered with them to transition customers to a more reliable and effective solution. After a quick Google search to learn more about the competition, they decided to trust the recommendation of their existing provider and choose mFax to integrate with their platform.

"

We were having a lot more errors than we'd expected. When we looked into it, we realized that there are naturally errors with fax given that it's dated technology. So we looked at our provider's docs a little more and saw that they admitted to not being the best at this, and since they were deprecating the product, they recommended mFax as a better solution.

VP OF PRODUCT

Levi Hamilton

lumeca+

The Result

Though they've just started using mFax, so far they've found it to be reliable, easy, and intuitive to use. mFax's developer-friendly API makes it easy to programmatically access data in their EMR, populate fields in a PDF, and send those mission-critical documents to their destinations. mFax's advanced fax-only infrastructure will help reduce errors and failures and improve overall deliverability once they've fully transitioned.

"

We built our own EMR as part of our system. As much as we wanted to move to a fully electronic system, we realized fax is still the way to go in this industry. So instead of buying a fax machine, we decided to implement a service that would input fields programmatically from the EMR into a PDF and fax it off to the destination.

VP OF PRODUCT

Levi Hamilton

lumeca⁺

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.