



CASE STUDY

GoFax and ReferralNet: future-proofing Australian healthcare communications



Global Health's ReferralNet is Australia's leading secure messaging platform providing a streamlined workflow for the exchange of secure medical documents across the country's healthcare industry.

Approached by ReferralNet due to a vision to expand their network and reach, GoFax took the opportunity to partner with ReferralNet and build the first of its kind integration. The integration allows GoFax users to securely receive eReferrals and faxes from a single platform, improving security for the transmission of sensitive patient information via HL7 secure messaging.

THE INTEGRATION PROCESS:

The integration with ReferralNet required input from not only GoFax's technical development team, but also from marketing and communications, support and sales.

Our team worked closely with ReferralNet to understand the scope of the project, building out their vision to improve connections and interoperability between messaging in the healthcare industry.

Custom API endpoints were built to connect GoFax with the ReferralNet platform – testing ensued with a pilot program and ongoing support and collaboration was necessary to ensure a smooth integration.

HOW DOES THE INTEGRATION WORK?

Global Health's ReferralNet is Australia's leading secure messaging platform providing a streamlined workflow for the exchange of secure medical documents across the country's healthcare industry. Approached by ReferralNet due to a vision to expand their network and reach, GoFax took the opportunity to partner with ReferralNet and build the first of its kind integration. The integration allows GoFax users to securely receive eReferrals and faxes from a single platform, improving security for the transmission of sensitive patient information via HL7 secure messaging.

Training manuals and marketing and communications materials were created to assist GoFax customers with the integration and connection between the two systems and understanding the benefits of secure messaging via HL7.

GoFax continues to work with ReferralNet in expanding the integration to cover sent faxes as well as received – providing GoFax customers with the ability to send faxes as HL7 to other healthcare organisations connected via the ReferralNet network.

THE GOFAX AND REFERRALNET INTEGRATION IS DESIGNED TO:

- ✓ Streamline healthcare organisation's business workflows
- ✓ Remove manual processes by ensuring eReferrals and documents are sent straight to clinical systems
- ✓ Connect to a broader network by being compatible with a wide range of clinical systems including Communicare, Audit4, Cynetics and more
- ✓ Improve security of sensitive patient data by converting eReferrals and documents to HL7
- ✓ Allow for the transition away from physical fax machines to an online fax service

Matthew Cherian

Managing
Director of Global
Health

“ We recognised there were still blockers in the digital flow of patient data across healthcare providers, due to the slow adoption of secure messaging, interoperability and the continued use of fax machines.

Our integration with GoFax is helping to future-proof digital communications across healthcare and assist organisations to move to more secure and seamless document transmission processes. ”



Learn more about how our development team can customise an integration for your organisation.

Get in touch with our team today on **1300 028 872** or visit www.gofax.com.au