Faxing a Progress Note, Lab, or DI in ECW 11

To fax a note to another provider in ECW 11, open the note and either click on “Fax” or on the arrowhead next to “Fax”.

In the fax screen, click on “Browse” to find the provider to whom you want to send the fax.

Now, just hit “Send Fax” and the note will be sent.
If the fax fails, this may be due to incorrect information pulled by ECW into the fax screen. A “failed fax” entry will appear in your Mjellybean. If this happens, double check the fax number. If this is incorrect, email the correct information to MJ. If the fax number is correct and the fax still fails, email me, and I will try to figure out what is going wrong (you can also just hit “Reply” and click on the ellipsis to assign the message to one of us).

Another option is to choose “Fax ConsultNotes” - this option allows you to choose the portions of the note you want faxed.

If you click on the box next to “Note Sections”, you can select all, or deselect all. Once deselected, you can click on the sections you want to include in the fax.

You can also choose the option to include a cover letter – which is shown below. Choose “Consult Request” and a consult request letter will be sent with the fax.

Then click “Fax”, and the fax screen shown on the previous page will appear.
Choosing “Fax Options” also permits you to select what sections of the note you want to send, as shown below.

Note that the options of “Fax Labs” and “Fax Diagnostic Imaging” on the menu above pertain to faxing ORDERS for labs and DI – not faxing lab/DI results.

One problem with faxing is busy lines. The ECW fax server makes 4 attempts to connect with the recipient's fax machine over 30 minutes, then gives up and generates a failed fax message. One simple way to avoid a busy line is to schedule your fax when offices are closed, and line traffic is low.

Checking the box next to “Schedule” and then adding a time in the early morning hours of the next day is likely to avoid a busy line. Put the cursor in the time box and type in a new time – hitting the tab button on your keyboard twice gets you to the date field – make sure to change this to the following day.
Sending documents via P2P is a far better option than faxing. Medicare is cutting reimbursements to providers who fax rather than communicate electronically via P2P – so whenever possible, choose P2P over faxing.

To fax a lab, double click on the lab and choose “Fax Report” from the “Print” dropdown menu.

This opens the same fax screen shown before, but you will need to choose “Ref Physicians” prior to clicking the “Browse” button.

Alternatively, you can click on the paperclip next to the lab, and select the “Fax” button shown in this screenshot. This opens the same fax screen shown above.
You can also send a report of multiple labs by clicking on “Cumulative Report” at the top of the lab screen.

Then choose the date range you would like to include, and click on the “Fax” button at the bottom left of the screen.

To send a diagnostic image report, click on the paperclip next to the DI, and follow the same workflow shown above.

**Dealing with Failed Faxes**

To see failed faxes, go to the “Fax Outbox” by clicking ON the “D” and choosing “Fax Outbox”.

Choose “Failed” in the dropdown menu to filter out all the other faxes.
If you are sure all the information is correct – especially if the error reason is given as “Busy” - try selecting the fax and choosing “Send Selected Faxes”. This will try again – 4 times over about 30 minutes. An error of “NO ANSWER” suggests that the fax number is incorrect – double check the number, and if it is correct, try re-faxing.

Faxes with the patient name “FAX, INBOX” are likely being generated when a referral is sent – UNCLICK the button that says “Send Reminder fax” before you hit “Send”. These faxes contain no patient demographics, and don't appear to ever go through.

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