



# Image-In™ Queue

Desktop-Based Document Message Queue for Processing and Distribution



Member of Omtool's Healthcare Suite



Traditional mailrooms, whether internally staffed or outsourced, manage the flow of mail and faxes in the organization. They use standalone fax machines to send and receive faxes, and deliver, manage and store confidential and time-sensitive documents as hardcopy. This function provides a critical communication link between facilities and their patients/customers, suppliers and insurance companies. For example, an inbound fax, managed through a traditional paper-based message center can take thirty minutes or more to reach the recipient's desk. In the fast paced, Internet connected world, that kind of delay can add up to critical time delays, and that directly affects patient care safety.

## Governed Communications

Increasingly, healthcare communications are being regulated and vital medical communications both inbound and outbound must be controlled, tracked, archived and retrieved at a moment's notice. Given the alternative of indexing and warehousing pages of faxed or paper documents – going for the digital solution makes more sense than ever.

## Key Benefits of Image-In Queue

- Eliminate lost faxes – all inbound faxes stored in archive
- Improve efficiency by eliminating copying and manual delivery

## Image-In Queue: The Digital Alternative

Image-In Queue is a desktop component of Omtool's enterprise AccuRoute document handling system. Whether deployed as part of a standalone fax configuration or as a component of an enterprise e-document delivery and management system, Image-In Queue provides a viable digital alternative to managed mail services. Instead of sending and receiving communications using a traditional fax machine or paper-based methods and managing the documents manually, Image-In Queue automates the entire process – using the existing e-mail system to efficiently deliver images right to the recipients desktop.



Based on a flexible and totally customizable set of routing rules, inbound faxes received by the Omtool server are automatically directed to a Image-In Queue desktop for processing. Image-In Queue's intuitive menus enable the system operator to quickly pick through the list of received messages to eliminate spam, combine, annotate as needed and then forward via e-mail to the appropriate recipient or recipients.

## Flexible Permission Rules

For security purposes and to ensure confidentiality, permission rules can restrict Image-In Queue access to the cover page only, or allow the operator to view and annotate the entire contents of the fax.

## Improved Efficiency

To improve efficiency, multiple faxes pertaining to a specific matter or subject can be quickly combined into a single multi-page document prior to being routed or archived, eliminating the need for the recipient to waste time looking through their email for related faxes.

## Eliminates Lost Faxes

Both Image-In Queue and the Omtool message server track, log and archive every fax that is processed by the Image-In Queue administrator so there is no possibility that a critical communication will fall through the cracks. In the event that a recipient accidentally deletes a fax from their inbox, a quick search of the Image-In Queue history log can locate the "lost fax" for quick re-delivery.

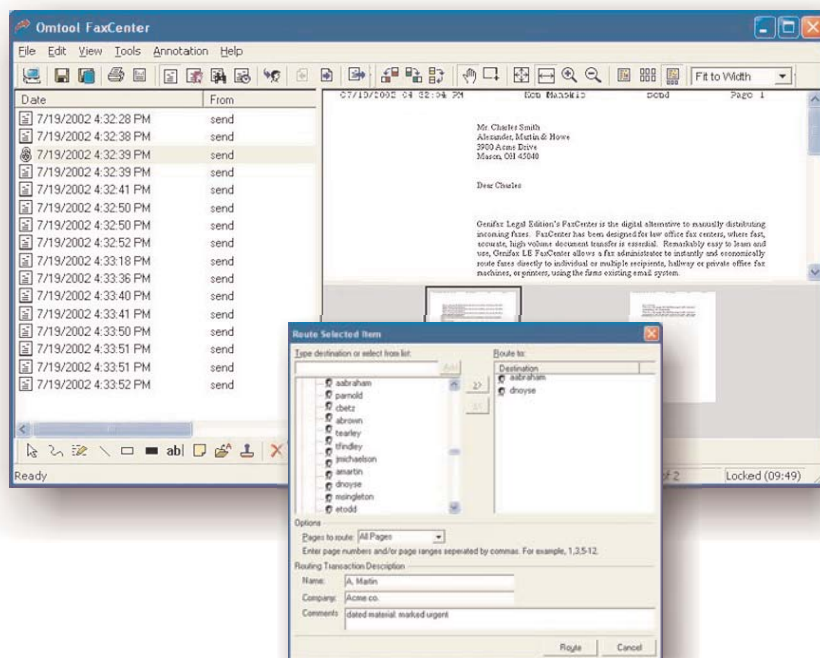


Image-In Queue integrates with resident health information systems allowing the operator to profile and archive inbound fax messages. When the content of the fax document is vital and may need to be reused, the Omtool Message Server can be configured to automatically convert inbound faxes to searchable PDF format (text plus image). Using Acrobat, the text can be extracted and edited.

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## Omtool Healthcare Suite

- ADT eForms™ Production System
- eForms Station™ Electronic Forms Library
- Image-In™ Direct Capture System
- Image-In™ Business Document Capture and Archive System
- Image-In™ Clinical Back Office Scanning
- Image-In™ Queue Document Processing
- AccuRoute® Document Handling Platform
- ObjectArchive™ Electronic Archive

## About Omtool, Ltd.

Omtool, Ltd. is a leading provider of document capture and handling solutions that simplify the integration of paper and electronic documents in enterprise information management systems. Our flagship product family, AccuRoute, streamlines the capture, conversion, communication, and archive of paper and electronic documents, enabling fast, secure, simultaneous distribution to multiple destinations in multiple formats. AccuRoute products deliver faster, more efficient workflows, while reducing cost, complexity and risk. Omtool solutions are used worldwide by businesses in document-intensive industries that demand secure handling, integration and tracking of documents in full compliance with a range of regulatory requirements. Based in Andover, Massachusetts with offices in the United Kingdom, Omtool can be contacted at 1-800-886-7845 or [www.omtool.com](http://www.omtool.com).



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