Xerox® Healthcare MFP Solution FAQs

Frequently Asked Questions (FAQ)

What is the Xerox® Healthcare MFP Solution?
Built for healthcare, the Xerox® Healthcare MFP is a Xerox® ConnectKey® App that allows SMB Healthcare providers the ability to securely share patient information from one provider to another across the healthcare continuum. The Xerox® Healthcare MFP helps providers deliver pertinent information at the right time, in the right format and at the point of care to help enable critical medical decisions.

What do I get with my Xerox® Healthcare MFP?
Included with your device is more than just traditional print, copy, fax and scan functionality…your new Xerox® Healthcare MFP enables you to share patient information in a secure and efficient manner by installing and activating the Share Patient Information App.

What can I do with my Xerox® Healthcare MFP?
The Xerox® Healthcare MFP and the Share Patient Information App work with the Kno2™ cloud service to connect the community of care. The solution enables you to connect to the largest and most secure healthcare network in the United States. Once connected, use the search utility to locate providers or organizations and share patient information across a HIPAA-compliant network to better coordinate care. It's nearly as simple as sending or receiving a fax or email, but specifically designed for healthcare.

How do I install the Share Patient Information App on my Xerox® Healthcare MFP?
For detailed instructions for installing the Share Patient Information App (the display name for the Xerox® Healthcare MFP App), view the Xerox® Healthcare MFP Solution Quick Start Guide by visiting http://www.office.xerox.com/latest/SO1GD-08U.PDF.

How do I create a Kno2 account?
Register for a Kno2 account by visiting https://kno2.com/register/healthcaremfp.

How do I use my Share Patient Information App from my Xerox® Healthcare MFP?
Simply select the Share Patient Information button from your Xerox® Healthcare MFP and scan documents to create and send a message to another provider or organization. For detailed instructions, visit http://www.office.xerox.com/latest/SO1GD-09U.PDF.

Is the handling of patient health information secure using the Xerox® Healthcare MFP?
All security assurance measures come standard with the purchase of the Xerox® Healthcare MFP. All information managed by the Kno2 cloud platform is secured using advanced technologies, encrypted at rest and in transport, and fully audited.

For more information, read the Kno2 Security Whitepaper at http://www.office.xerox.com/latest/SO1GD-11U.PDF.

What is the advantage of including sending via fax?
Today's faxing processes simply do not meet the standards around patient information exchange. When you transition your clinical fax volume over to your Kno2 account, you'll be able to:

- Receive all forms of clinical document exchange in a single solution.
- Add patient demographics, making it EMR-compatible so that you can consume it in your patient's chart when you receive an incoming fax
- Gain visibility into the volume, the frequency and with whom you are sending and receiving faxes. This visibility provides a complete audit trail and allows you the opportunity to see where your fax volumes are sitting.
- Steps can then be taken to move away from fax and invite others to begin electronically share patient information using a more secure method are built right into the product. The less faxing you do, the more money you'll save.

Which Xerox Multifunction Printers (MFPs) are supported?
The list of supported MFPs can be found under the Compatible Products section at the following location: www.xerox.com/healthcaremfp

How do I add fax to my Kno2 Cloud Service?
Contact support@kno2.com to order Kno2's cloud fax service. They will assist you in obtaining a new fax number or help you port your existing fax numbers over to your Kno2 account.

Which languages are supported?
English