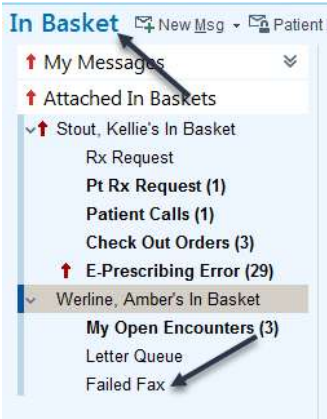


Failed Fax Notification - Pool Message

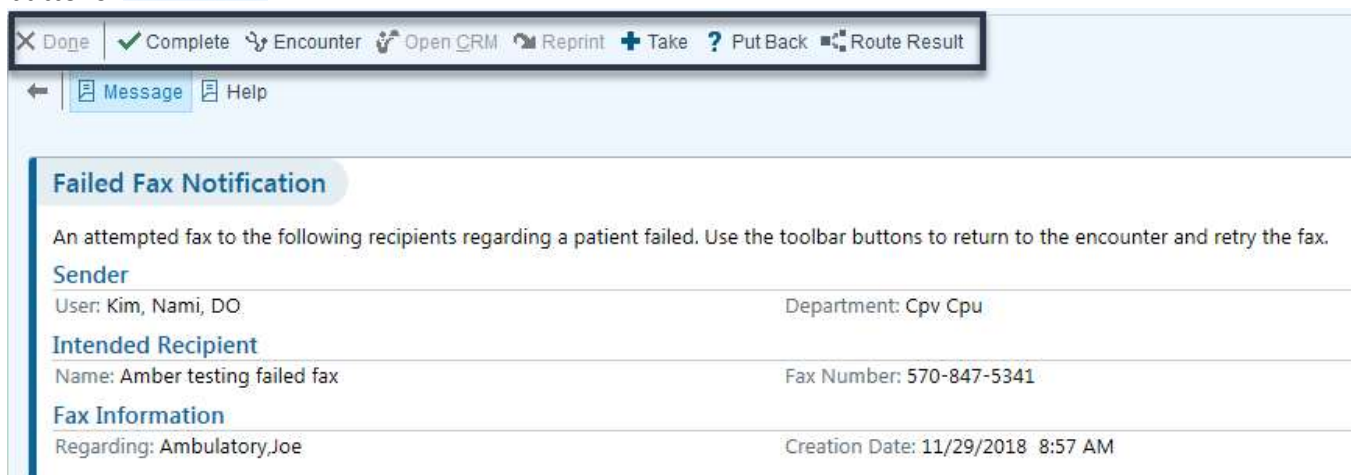
When a referring letter does not successfully fax, it will be sent to the In Basket **Failed Fax** notification folder. Staff who are a part of the Failed Fax Pool are responsible for working the failed notifications. Staff will receive these notifications via the In Basket.

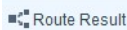
Process for Failed Fax

- Within the In Basket, you may see a “Failed Fax” folder. This folder will contain faxes that did not successfully transmit for one reason or another.

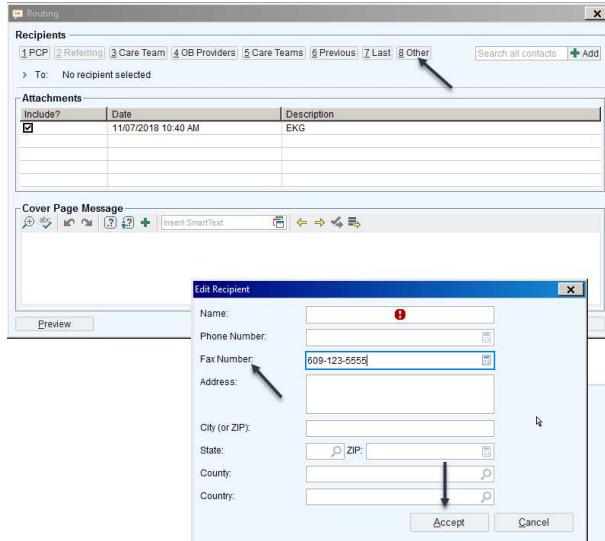


- Because the failed fax notifications go to a “Pool” there will be responsibility attached. You will have the **Take** and **Put Back** responsibility as necessary.
- After opening the Failed Fax folder, you will select a message from the listing of any failed message notifications.
- You will validate why the fax failed by contacting the intended recipient to validate the correct fax number and that their fax machine is operating properly.
- The Failed Fax messages have a unique toolbar for you to take action. Including the **Take** and **Put Back** buttons.




- The **Route Result** button  on the toolbar will enable you to resend the fax. For example, if the fax number is correct and it was a temporary technical issue with the recipient’s fax machine.

- You can also use the **Route Result** button to manually enter a fax number if the number is incorrect in our system. After selecting **Route Result**, you will select the **Other** button, **type the name of the referring provider, then type the correct fax number** and click the **Accept** button.



- When the fax number stored in Epic is incorrect you will need to submit a Provider Intake Form for the correction to be made.

- Once you are finished with the message, you will select the **Complete** button  from the toolbar to remove the message from the In Basket.