

# Passport<sup>®</sup> 4000 Clinical Document Service (CDS)

Passport 4000 Clinical Document Service (CDS) is a fully featured messaging system that allows the transmission of messages containing confidential patient information between GP Practices, Hospitals and NHS Trusts. The system adheres to UK NHS governance policy and is accredited under the UK Department of Health's Interoperability Toolkit (ITK) standards. It allows Healthcare professionals to get fast, secure and accurate access to data across different environments in a cost effective, easy to use, simple to manage, centralised messaging solution.

## Lower messaging costs

Passport 4000 CDS Messaging Server can deliver cost reductions in a number of ways including hardware rationalisation, infrastructure consolidation and lower call charges. The seamless integration of messages into an efficient communications system enables intelligent and automatic delivery of information to and from users, workgroups or workflows, whether they are inside or outside your organisation, without user intervention.

Consolidation of messaging operations into a single robust messaging server reduces the number of distributed fax lines required and makes better use of the retained lines. Savings are realised by removing expensive direct analogue exchange lines used by standalone fax machines and freeing up costly extensions on the in-house PBX. Most standalone fax machines are idle for the majority of the day but still use electricity and take up valuable office space; Passport 4000 CDS eliminates these costs and delivers further savings as no consumables are required.

In a Fax over IP (FoIP) installations the messaging server environment can be virtualised saving valuable computer room rack space and further consolidating communications over your IP network. Centralising messaging traffic through Passport 4000 CDS over the network reduces IT management time associated with operating multiple messaging implementations across the company. Tracking of inbound and outbound faxes and monitoring fax configuration anywhere on the network becomes a simple task. Many Secondary Care organisations may already have a variety of fax server systems and standalone fax machines resulting in high maintenance fees. Much lower annual maintenance costs can be achieved by consolidating all fax functions and retiring standalone fax machines.

## Key Benefits

- Enables the transmission of confidential data
- Fast, track-able and secure document distribution
- Reduce costs through centralisation and virtualization
- Message-enable users at their desks for improved efficiency
- Integrate back office and in-house applications for greater control
- Meets Healthcare regulatory compliance
- ITK accredited with the UK Department of Health



### **Messaging interface**

Passport 4000 CDS can be configured using either traditional telephony or Fax over IP. With traditional telephony a physical fax card is located in the fax server platform and connects directly to analogue or digital telephone lines. With FoIP the fax card is software based and connects to either an IP-enabled telephone system or media Gateway via IP over the LAN/WAN. With FoIP the entire fax server consists of software which means it can be implemented in a virtual environment.

### **Message communications**

Personal Communications Centre (PCC) is the main Passport 4000 CDS user application for the preparation, sending, tracking and receiving of messages. PCC, which is Windows® operating system compliant, communicates directly with Passport 4000 CDS, avoiding any email latencies, storage problems and audit compliance issues.

### **Passport 4000 CDS Personal Communications Centre is used for all messaging functions**

The PCC provides users with the ability to conveniently send and receive faxes from within their familiar email interface, such as Microsoft Outlook and Lotus Notes. Received faxes can be routed directly to the recipient's desktop saving time in retrieving them from group fax machines and ensuring that the fax actually gets to the intended person. Inbound faxes can be annotated with a range of tools and rubber stamps before being saved to file, printed or forwarded. Departmental folders and sub folders can be created so that received faxes can be moved and stored in logical locations accessible by the entire department.

### **Message-enable back office systems and in-house applications**

Production and on-demand faxing from back office systems and applications can be achieved very easily by interfacing those systems with Passport 4000 CDS through the built in SMTP interface. For systems that do not have SMTP functionality or if a more sophisticated interface is required then the Passport Message Objects COM API provides programmers with a method of building messaging functionality into those systems.

### **Messaging distribution**

Received faxes can be automatically distributed directly to users or groups of users whether using their email client or the PCC. This is performed either via DID routing based on the number to which the inbound fax was sent or line routing where all faxes received on a particular fax line are routed to the same user or group of users. Certain businesses may like to have a combination of routing setup where faxes for certain individuals are routed automatically and faxes received on the main fax number are routed to reception for manual electronic distribution. Electronic distribution saves time, improves service to customers, avoids lost documents and enhances security.



### The compliance challenge

The regulatory environment in which secondary care operates has become far more rigorous over recent years – particularly when handling sensitive, personal information. Hospitals and Trusts must ensure that all communications, including those through fax machines, are monitored and that the information transmitted is documented and archived. Passport 4000 CDS allows secondary care to meet all current compliance requirements through seamlessly integrating fax and messaging into the broader communications environment. By monitoring and logging all incoming and outgoing documents Passport 4000 CDS enables you to fulfil your compliance obligations.

### Also see: [Passport 4000 CDS NHS Stream Application](#)

Stream is a web-enabled workflow product created specifically for the needs of secondary care environments. Built as an application to work with Lane Passport 4000 Clinical Document Service, Stream has been developed to enable the creation, automation and secure transmission of letters as e-documents within hospitals and between hospitals and GP practices. This brings the transfer of notes and dictation into hospital workflows increasing efficiency, security and integration with both internal and external Department of Health Interoperability Tool Kit (ITK) accredited systems.

**Please see the [Passport 4000 CDS data sheet](#) for further information and minimum system requirements.**





**LANE Telecommunications Ltd**

Ringway House, Bell Road  
Basingstoke  
Hampshire  
RG24 8FB  
United Kingdom

Tel: +44 1256 301550  
Fax +44 1256 301555

**LANE Telecommunications Inc.**

10 Lanidex Plaza West Suite 213,  
Parsippany, New Jersey, 07054  
USA

Tel: +1 973 526-2979  
Fax: +1 973 526-2988

3 Inwood Circle  
Suite 116  
Little Rock, Arkansas, 72211  
USA

Tel: +1 501 227-6637  
Fax: +1 501 227-6245

**LANE Telecommunications PTE Ltd**

1 Thomson Road  
#03-344D  
Balestier Hill Centre  
300001  
Singapore

Tel: +65 6353 0555  
Fax: +65 6353 7448

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