



# CASE STUDY

How GoFAX helped Star Health Group decrease costs and increase efficiency



## ABOUT STAR HEALTH GROUP

Star Health Group is a leading provider of primary health services that offers a suite of medical services in multiple locations around Melbourne, Victoria. For over 40 years, they have been providing all members of the community with coordinated care when and where needed, so patients can achieve their health and wellbeing goals.

Since the global Coronavirus outbreak in March, Star Health Group has also acted as a COVID-19 testing facility associated to the containment of Victoria's COVID-19 outbreaks.

## STAR HEALTH GROUP'S BUSINESS REQUIREMENTS

- ✓ To have an online fax service provider that could provide reliable and secure fax delivery
- ✓ To have access to extra security measures in place for the handling of sensitive patient information
- ✓ To provide patients with rapid delivery of COVID-19 test results
- ✓ To receive incoming faxes from a small number of distinctive fax numbers, convert and deliver them to specific email inboxes

## THE CHALLENGE

The biggest challenge for Star Health Group lay with their existing off-shore fax service provider. Star Health Group saw a steady decline of their existing fax service to something that was unreliable, excessively delayed and expensive due to repeated transmission failures. They submitted multiple complaints to the vendor who was apologetic but made no effort to improve the quality of service.

Being in the healthcare industry and in this COVID-19 world, the rapid and reliable delivery of clinical information through fax is a critical requirement, but often a hidden component of patient management.

Star Health Group needed an alternative online fax service better suited to their needs as an organisation in the healthcare industry.

- ✓ To allow employees to send faxes from their own email
- ✓ To have direct access to an Australian-based fax service provider with local hands-on support and assistance

## KEY RESULTS

- ✔ Improved the Star Health Group's automated workflows and processes
- ✔ Reduced print consumables, document storage and destruction costs
- ✔ Increased e-fax service reliability
- ✔ Reduced patient quarantine times by up to 24 hours
- ✔ Saved the organisation over \$15,000 annually

**Mike Diamond**  
ICT Manager  
Star Health Group

“ In revisiting the whole GoFax transition experience, Janelle and the team have been both a joy and relief to work with. Setup was a breeze, with our account being set up in minutes and very soon after our organisation was sending and receiving faxes direct from our email.

After 3 months of operation, our projected savings were being actively realised best of all, GoFax's introduction meant the day-to-day gripes about the old system immediately vanished and our users were finally happy. ”



If you're interested in learning more about our GoFax corporate platform, we can provide you with a demonstration and a free trial account for your organisation.

Call **1300 928 872** or  
visit **[www.gofax.com.au](http://www.gofax.com.au)**