

The Defense Health Agency RMFS is a cybersecurity compliant electronic fax tool that streamlines paperless faxing. Hosted on the DHA network, this solution enhances security compliance, reduces manual printing and faxing, and allows uploading and downloading of transmissions directly into MHS GENESIS, and the Health Artifact and Image Management System.

RMFS capabilities are essential for obtaining Clear and Legible Reports initiated by referral requests. This process is crucial for closing out the referral management process, ensuring consultation reports are tracked to completion according to government regulations.

By eliminating the need to pay for fax-as-a-service, the agency expects to save more than \$600,000 between 2024 and 2040. The system is currently available to the DHA Referral Management Team and all enterprise referral managers.

Background

The Care and Benefits Integrated Systems Program Management Office collaborated with the DHA Referral Management team, Health Services Support PMO, and the DHA Global Integrated Communications System PMO to replace eFax, a previous faxing service, with DHA RMFS.



Key Features

- Dedicated fax numbers for each referral management site or account
- Email addresses and distribution lists can be linked to each fax number
- User tracking capabilities
- Creates monthly reports of incoming/outgoing faxes at each site

Key Benefits

- Users can securely send and receive faxes and reports
- Incoming faxes are delivered via webpage link or email
- Faxes can be sent via multiple document types such as an email attachment or link
- No manual scanning or external fax machines are required

This program is managed by the **Solution Delivery Division** Care and Benefits Integrated Systems Program Management Office.