## TITLE: FAX Queue Maintenance

## PRINCIPLE:

The FAX queue in Soft needs to be reviewed on a routine basis so that any failed reports can be resubmitted in a timely manner. This is particularly true after the weekend when the doctor’s office fax is most likely to run out of paper.

**PERSONNEL:**

###### All Laboratory Staff

## STEPWISE PROCEDURE:

1. Each shift the Chemistry Tech reviews the queue. The LIS Analyst will periodically review the queue.
   1. The Fax logs are set to purge after 3 days, therefore the logs need to be reviewed in a timely manner.
2. Login to the SoftLab Module, if not already logged in.
3. Under Reports, select ‘Remote Printing’.
4. Under Fax, you will see 3 options: Pending jobs, Successful Jobs, and Failed Jobs. Each log displays the file name, generated by the system
   1. The Pending Jobs option displays a list of jobs that are queued and waiting to be sent to a fax machine.
   2. The Successful Jobs option displays a list of jobs that have been successfully sent by the Faxing Program.
   3. The Failed Jobs option displays the jobs that have exceeded their maximum attempts (5).
   4. If there are no faxes in the respective queues, a message will display that states “Fax Log is Empty”.
5. If a fax is not transmitted after the maximum attempt, it will display in the Failed Jobs log and must be queued again.
   1. Review the fax number to assure it is in the correct format. All faxes must be sent with a preceding “9” and a “,” followed by “1”, then the three digit area code and 7 digit number. (9,1xxxxxxxxxx)
   2. If the format is correct, then verify the number, either by calling the doctor’s office, reviewing the order, or by looking the fax number up in the MD Phone List on the G: drive.
   3. To resend the job, highlight it by clicking it once, then select “Resend Job”. The phone number will display and can be edited if necessary. Then select “OK”
   4. The job will then be removed from the Failed Jobs log and populate onto the Pending Jobs log, where it will stay until it is sent successfully or fails, in which case refer to step 5b.
6. If no faxes are being sent successfully, there may be an issue with the Fax Servers. Contact the LIS Analyst or IS Helpdesk.