



Case Study

**TxMultilisting
depends on
InterFAX cloud
fax to connect
patients with
life-saving care.**

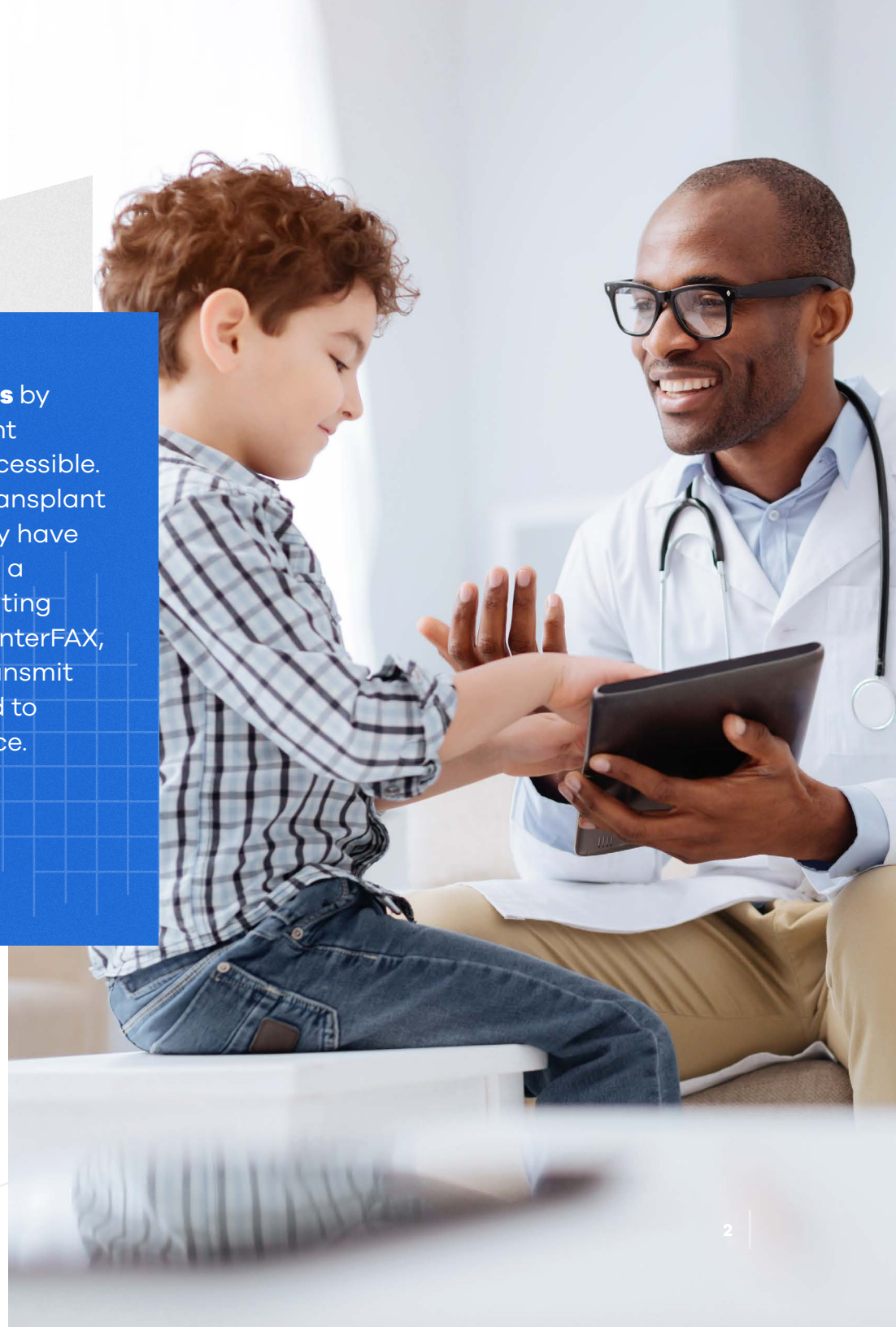


INDUSTRY
Healthcare

COMPANY
TxMultilisting

This company provides a website that helps patients navigate the complex process of receiving a life-saving kidney transplant. Patients increase their chances of receiving a kidney by getting on multiple transplant lists with shorter wait times.

TxMultilisting is saving lives by making the organ transplant waiting list system more accessible. With 58 disjointed kidney transplant lists across the country, they have developed and coordinated a nationwide database of waiting lists with access to Upland InterFAX, so patients can securely transmit limitless documents needed to apply to multiple lists at once.



According to the National Kidney Foundation, 13 people die every day waiting for a transplant.

Each month, over 3,000 new patients are added to kidney transplant waiting lists.

Irena Bucci was diagnosed with a genetic kidney disease and needed a transplant to survive. In her research, she realized that the waitlist times for a kidney were anywhere from 5-8 years, while the average life expectancy of a person on dialysis is only 5 years. With only a few transplant hospitals nearby, she faced a very stark reality. She applied to 8 different transplant lists both in her state and in the surrounding areas that were within driving distance. After waiting 2 years, she finally got the call that there was a kidney available for her in Pittsburgh. Thankfully, she was able to make it in time to get the transplant that saved her life.

Sadly, there are many others who haven't been quite as fortunate. Irena was quoted saying, "I believe that geography should not be your destiny, and patients can influence the transplant system and waiting time across transplant centers if we know which center to list at, how to get there, problems that arise on the way, and how to overcome them. I've gained knowledge visiting numerous kidney transplant centers across the U.S., including estimates of wait times at transplant centers and flight schedules to help others get kidney transplants."

Every 14 minutes, a new hopeful recipient is added to the list.

Knowing she was one of the lucky ones, Irena had an idea. She knew there had to be a way to develop a nationwide database of transplant centers where patients will receive a life-saving organ quicker.

Kidneys are the most in-demand organ.

Americans spend an average of 4.5 years waiting for a donor. 80% of all patients in need of an organ require a kidney. Some patients receive transplants relatively quickly, while others die waiting or become too ill to survive the surgery by the time a kidney becomes available.

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- Irena Bucci
TxMultilisting Web Developer and
Kidney Transplant Recipient

InterFAX's support team was invaluable as Irena integrated electronic referrals.

"When Irena first came to us, she was still early in the web development process and knew she had a lot to learn. We were moved by her story and drive to help others; we were ready to do anything to ensure TxMultilisting could help as many people as possible. InterFAX was happy to provide extra support and customer service, and we can't wait to see how many lives are saved."

-Kaleb Williams, Customer Success Manager

Since there wasn't a centralized database of transplant lists, Irena realized she needed to build one herself; so she did! Irena's website visitors reported multiple hurdles they had to overcome just to get listed. She knew that with so many HIPAA-protected documents required to apply for transplant lists, she needed a way for patients to transmit medical records and communications safely. InterFAX was happy to step in and help.



Fax is the primary technology used to transmit 75% of all medical documents. InterFAX makes doing so safe and simple.

How does InterFAX help web visitors get on multiple transplant lists?

TxMultilisting was designed to help patients in need of a donor kidney navigate through the complex process of applying for and receiving a life-saving transplant. It increases the patient's opportunities to receive a kidney transplant by getting listed at multiple transplant centers on as many recipient waitlists as possible.

InterFAX enables secure fax transmissions for HIPAA-compliant documents. TxMultilisting helps patients collect their medical records, labs, tests, and all required documentation for a transplant application at a specific hospital.

Patients can gather and easily transmit their records in bulk to multiple transplant centers at no cost using InterFAX's secure web-based cloud fax system.

InterFAX integrates seamlessly into existing programs, helping a few hundred hopeful recipients each year. Potential recipients send 20-30 pages of faxes during the listing process, and cloud fax allows them to send medical documentation off safely and conveniently from the web—without ever stepping foot in a FedEx or UPS store.

Many organ list application forms are only available online via PDF form, and there's a lack of uniformity for each application. Some don't even include checklists so the patient can ensure they have everything they need before submitting. That means that often, a patient may end up needing to send additional faxes later. InterFAX makes this as easy as sending an email.



As of April 2023, over 88,000 Americans were in need of a donor kidney.

InterFAX offers patients limitless faxing.

There is no limit to the number of fax transmissions, so there's no reason patients can't apply for every single list available to them. And there's no reason every single person who needs a kidney can't benefit from TxMultilisting to get the care they deserve more quickly.

Kidney transplants are often reliant on geographical location. There are 58 Organ Procurement Organizations (OPOs) across the United States. Transplant allocation systems distribute organs primarily to transplant programs in the same area of the country where the organs are procured. The kidney will first be made available locally within the OPO. Thus, patients at the transplant centers within OPO will have priority over those who are registered at the centers outside the OPO.

This website guides patients to register at centers where the waiting list is shorter. Statistically, about 80% of organs procured within an area of OPO coverage are placed within the OPO, and only 20% are transplanted outside of OPO. This means that 80% of the time, they operate from 58 independent lists.



They needed a system that would eliminate bureaucratic red tape for patients.

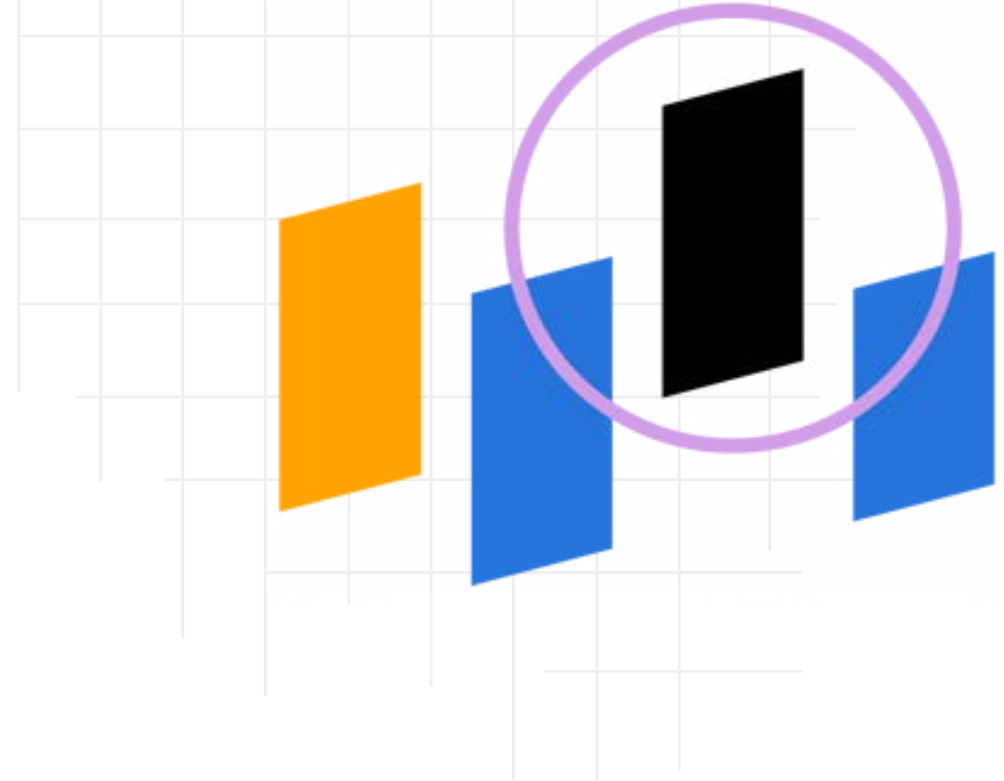
Hospitals account for nearly one-third of all large data breaches. InterFAX provides safe, secure, limitless faxing.

TxMultilisting cross-references hospitals with organ lists to help patients jump through the proverbial hoops to procure their spot on the list. Most of the organs procured locally are transplanted locally. Patients in the Midwest have a higher chance of matching quickly than patients in New York or California.

Kidney transplants are so geographically bound because there is only a six-hour window to get to the hospital when an organ becomes available, so patients are often limited to driving within a specific radius. Some families are even forced to relocate so they can be close to a transplant center when the call comes in.

TxMultilisting partners with Angel MedFlight to expand that radius significantly by offering free medically configured flights to ensure patients make it to the surgical suite on time.

Angel MedFlight works with patients and transplant professionals to develop comprehensive transplant travel plans to save valuable time when an organ becomes available. The transplant flight coordination team handles all air and ground logistics to ensure patients arrive safely in time for life-saving operations. With access to a fleet of 52 jets located across the country, the Angel MedFlight team is ready to respond.



InterFAX helps TxMultilisting users take control of their own health.

Multilisting is a complex process; unfortunately, many people aren't even aware it's an option. In fact, only about 5-7% of hopeful recipients are on multiple lists. If a patient doesn't advocate for themselves and research all their options, they very well could spend their last days on dialysis waiting for an organ that never comes. TxMultilisting is working diligently to combat that by helping patients match with available kidneys.

They have helped people go from a six-year waitlist to getting a transplant in a matter of weeks after applying for additional lists.

InterFAX is proud to partner with TXMultilisting as they work to save lives and make the system better for patients in need.

Upland InterFAX empowers users to cost-effectively fax at volume to anywhere in the world quickly, reliably, and securely from a web interface with no installations needed. With InterFAX, users can choose their pricing package and customize services to their needs using an integrated faxing developer API.



For more information visit: uplandsoftware.com/interfax