



## FAQ

### What is XFERALL?

XFERALL is a collaborative platform with a mobile app feature that allows clinicians to communicate in real-time and share information to make sure patients get the right treatment in the most appropriate care setting for acute and behavioral health patients.

XFERALL removes the frustrating phone calls, manual faxing of multiple documents, manual tracking and automates messaging between healthcare providers and transfer centers and admissions staff.

### How does it work?

XFERALL matches patient needs to facility capabilities connecting healthcare professionals and response teams to many facilities across a designated geographic region. This informs healthcare professionals of available options and availability for transfers helping place a patient at a faster rate. Once the referring facility inputs answers to a few simple questions, the mobile and web-based application clinically matches the patients' needs with facilities able to provide treatment for the patient. Healthcare providers and care team members can communicate via secure HIPAA compliant messaging through the application to secure the transfer. This eliminates numerous phone calls, voicemails, faxing and long waits for your patients.

### Who can use XFERALL?

Currently XFERALL is available to healthcare professionals, mobile crisis teams, community mental health agencies, EMS, law enforcement, school districts, or any other professional with a need to transfer their patient to a service or level of care they are unable to provide for their patient.

### What about EMTALA (Emergency Medical Treatment and Active Labor Act)?

The XFERALL application is EMTALA compliant. All clinical decisions are made by the clinician. We have numerous health systems that have had Compliance review and approve the platform. We are happy to share details with interested parties.

### What about HIPAA (Health Insurance Portability and Accountability Act)?

The XFERALL application is HIPAA compliant. PHI is not downloaded to any device. All PHI is encrypted in transit and encrypted at rest. XFERALL is happy to provide HIPAA compliance documentation upon request.

### If I put the XFERALL application on my personal phone will I be violating HIPAA laws?

No, the confidential patient information stored in the application is password protected and adheres to HIPAA confidentiality laws. You are responsible for following HIPAA and the policies and procedures of your organization to protect patient confidentiality. The XFERALL application itself adheres to all privacy and HIPAA laws.



### **Is it Legal?**

Yes, at XFERALL adheres to the law.

XFERALL is a privately-owned company with no physician ownership. No fees or financial incentives exist for the sending facilities/healthcare providers. More importantly, sending organizations are provided, through the application, with a comprehensive listing of all capable facilities within the identified designated geographic region, even if such facilities are not XFERALL customers. We include contact information for these non-customer facilities to allow the sending facilities to submit transfer requests to those facilities directly through the XFERALL platform. Receiving facilities participating with XFERALL are to receive and manage requests through a team-based intake platform and receive electronic transfers of information through the application. XFERALL does not participate in the determination of which facilities may be contacted with respect to a particular patient transfer, rather, that determination is left solely to the sending organization.

### **How do I sign-up to become a healthcare provider sender through XFERALL?**

Contact XFERALL at [sales@xferall.com](mailto:sales@xferall.com) or schedule a demonstration at <https://www.xferall.com/schedule-a-demo>

### **What's a BAA (Business Associate Agreement)?**

Under the U.S. Health Insurance Portability and Accountability Act of 1996, a HIPAA business associate agreement (BAA) is a contract between a HIPAA-covered entity (this would be your organization) and a business associate (this would be XFERALL). The contract protects personal health information (PHI) in accordance with HIPAA guidelines.

### **How do I get my healthcare company to be a participating provider with XFERALL and receive electronic requests for incoming transfers?**

Just send us a request at [sales@xferall.com](mailto:sales@xferall.com). We would love to have you as part of the XFERALL network so we can take care of the transfers and you can get back to taking care of your patients!

### **What if my healthcare facility would like to have a national presence through XFERALL?**

No, problem. XFERALL is here to connect patients to healthcare facilities that are a good match regardless of how far the distance is. Simply discuss with an XFERALL representative about the option for a national ad to showcase your facility throughout the nation

### **Does XFERALL provide business analytics?**

YES! At XFERALL we love data and metrics and understand they are crucial for making strategic business decisions. Business analytic packages are available for XFERALL participating providers to help healthcare organizations make informed decisions to improve the quality of care for the patients they serve and promote best practices with partners along the continuum of care



**Any other questions, concerns, requests, or ideas you would like to share?**

Just call us (855-XFERALL), email ([info@xferall.com](mailto:info@xferall.com)) us, or send us a message through our website at [xferall.com](http://xferall.com). We would love to chat with you to discuss XFERALL and your thoughts, requests, and ideas for how we can continue to make a product that helps healthcare providers get back to the business of caring for their patients while we take care of securing the transfers!