

AI-04544 Faxes in Mediware Amazing Charts

How does Amazing Charts + Mediware Software (cloud base) receive faxes? I'm trying to figure out how the faxes comes in to the local machine where it is shared inside the local network? I'm helping my son see the faxes using his Macbook Pro at home. He was told by the owner/physician that the faxes came from the cloud. He can remote to Amazing Charts via Citrix but cannot see the faxes. Create a step by step.

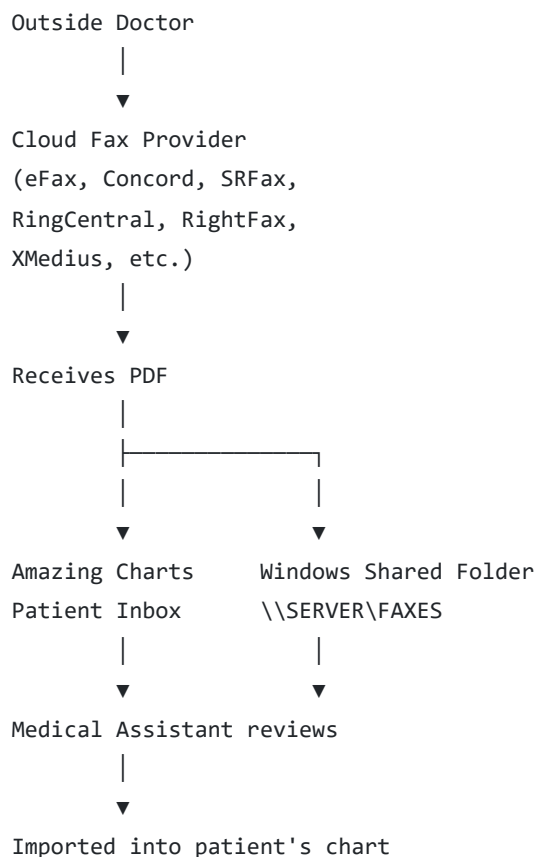
Based on your description and my experience with medical office workflows, **the physician is probably correct, but the wording is confusing.** The fax may **originate from a cloud fax provider**, but it usually ends up in **one of several locations** before staff can use it.

The biggest clue is this:

- ☒ Your son can remote into **Amazing Charts through Citrix**
- ☒ He **cannot see the faxes**
- ☒ The office staff on-site **can**

That usually means **the faxes are not actually stored inside Amazing Charts.** They are probably stored elsewhere on the office network or in a cloud fax portal.

Typical Medical Office Fax Workflow



Notice that **Amazing Charts may never actually store the original fax file.**

Possibility #1 (Most Common)

The cloud fax service downloads PDFs into a Windows folder.

Example

SERVER01

D:\IncomingFax

or

C:\Fax

or

\\SERVER\Scanned Documents

Staff simply opens

Incoming Fax

and imports each PDF into Amazing Charts.

If your son only remotes into Citrix,

he never sees

\\SERVER\IncomingFax

because Citrix is publishing only the Amazing Charts application.

Possibility #2

The cloud fax service emails every fax.

Example

incomingfax@clinic.com

Every fax arrives as

PDF attachment

The front desk downloads

Fax12345.pdf

and imports it into Amazing Charts.

Again,

Amazing Charts never contains the original fax.

Possibility #3

Cloud fax integrates directly with Amazing Charts.

Some cloud fax vendors have integration where

Cloud Fax

↓

Amazing Charts Inbox

↓

Patient Chart

The user must click

Documents

Incoming Documents

Fax Queue

If your son's Citrix permissions don't include the document module, he won't see them.

Possibility #4 (Very Common)

The office has a Windows server.

Example

SERVER

Shared Folder

\\SERVER\FAX

Everyone inside the office opens

\\SERVER\FAX

Your son is at home.

He connects only to Citrix.

Citrix does **NOT** automatically give access to Windows shared drives.

How to Investigate (Step-by-Step)

Step 1

Ask one employee:

"When a fax arrives, what is the very first thing you click?"

Not later.

The FIRST click.

Examples

Amazing Charts

Outlook

Incoming Fax

Desktop Folder

Fax Console

Web Browser

That answer tells almost everything.

Step 2

If they say

"Desktop"

look for folders named

Incoming Fax

Scanned Documents

Mediware

Fax

Documents

Imports

Step 3

If they say

"Outlook"

then

Outlook

↓

Attachment

↓

Save PDF

↓

Amazing Charts

Step 4

If they say

"Website"

then they probably use

eFax

SRFax

Concord

RingCentral

XMedius

They log in with a browser.

Step 5

If they say

"Amazing Charts"

Then ask

Which menu?

Documents?

Images?

Tasks?

Inbox?

Incoming Documents?

Step 6

Ask IT or the office manager:

"Where are the fax PDFs physically stored?"

Not

"Where do they come from?"

Instead ask

"What Windows folder contains the incoming fax PDFs?"

That question usually gets the exact answer.

Why Citrix Can't See the Faxes

Citrix can publish:

Amazing Charts.exe

only.

It does **not** publish

Windows Explorer

Mapped Drives

Network Shares

Desktop

unless configured.

Therefore your son can open

Amazing Charts

but not

\\SERVER\IncomingFax

If the Faxes Are on a Shared Folder

The physician or IT can map it.

Example

\\SERVER\IncomingFax

or

```
\\MEDSERVER\Fax
```

From a Windows PC:

Map Network Drive

Drive F:

```
\\SERVER\IncomingFax
```

If remote access is needed, they can:

VPN



Office Network



Mapped Drive



Open PDFs

If Your Son Uses a MacBook

Since he is using macOS, he has several options if the office permits access:

1. Connect to the office VPN.
2. In Finder, choose **Go** → **Connect to Server**.
3. Enter the SMB share, for example:

```
smb://SERVER/IncomingFax
```

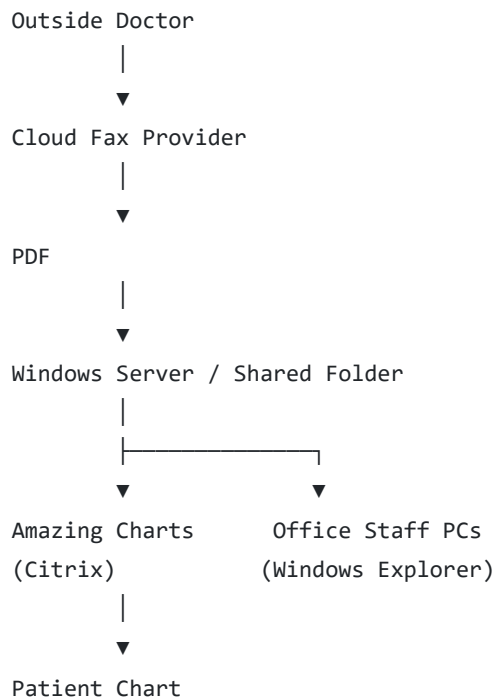
4. Authenticate with his office Windows credentials.
5. The shared folder will mount like a local drive on macOS.

If the share isn't reachable, it likely means either:

- no VPN is connected,
- SMB sharing isn't exposed externally,
- or his account lacks permissions.

Most Likely Architecture in Your Office

From everything you've described about the practice (Citrix, Amazing Charts, cloud-based Medware, multiple Lenovo ThinkCentre PCs, and a central office network), I would estimate the setup is:



In this scenario, **Citrix provides access to the EMR application only**, while the fax PDFs live in a Windows network share or cloud fax portal that isn't published through Citrix. That would perfectly explain why your son can access patient charts but cannot locate incoming faxes.

One diagnostic question that will likely identify the answer

Ask the physician or office manager:

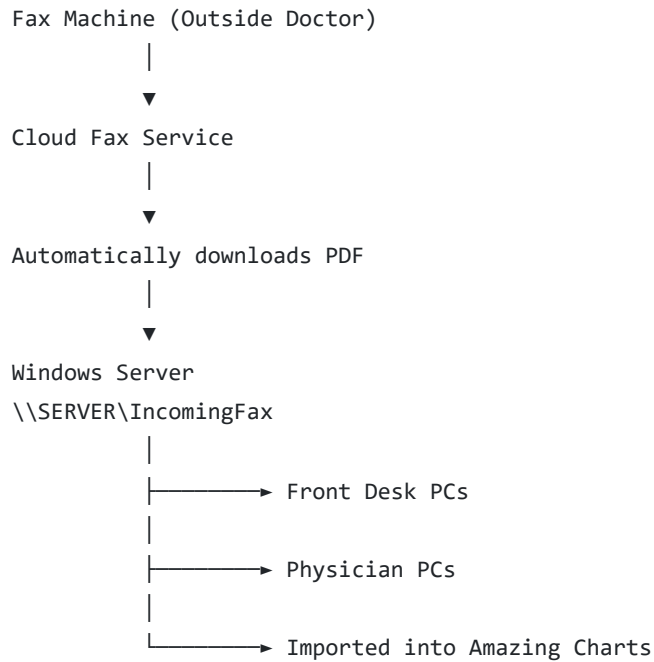
"When a new fax arrives, do you first open Amazing Charts, Outlook, a web browser, or a shared Windows folder before attaching it to the patient's chart?"

That single answer usually reveals the entire fax workflow within a minute.

I think Possibility #1 (Most Common), the Typical Medical Office Fax Workflow because the fax in the shared drive arrives 24/7 with no human interaction. Any solution for this scenario?

Yes. If **Possibility #1** is correct, then the solution is not to change Amazing Charts—it is to **provide secure access to the Windows file share** where the fax PDFs are automatically deposited.

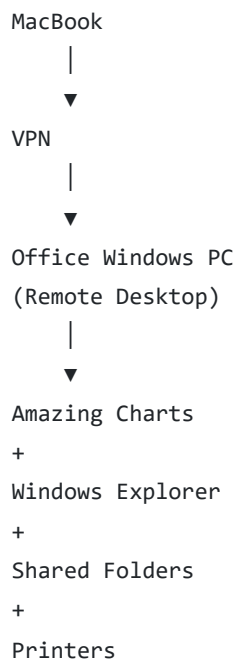
Here's what is likely happening:



The cloud fax software (or its synchronization agent) runs as a Windows service 24/7, so no one needs to be present for new PDFs to appear.

Option 1 — Best Solution: Remote Desktop to an Office PC (Recommended)

Instead of remoting only to Citrix:



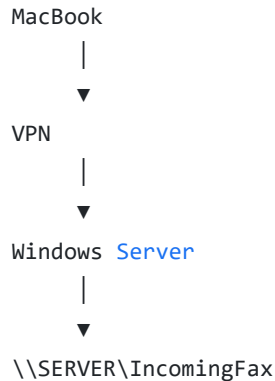
Advantages:

- Access to the exact desktop used in the office.
- Can browse `\\SERVER\IncomingFax`.
- Can drag/drop PDFs into Amazing Charts.
- No changes required to the fax workflow.

This is usually the simplest and most reliable solution.

Option 2 — VPN + SMB File Share

If the office already has a VPN:



On macOS:

1. Connect to the office VPN.
2. Open **Finder**.
3. Select **Go** → **Connect to Server**.
4. Enter:

```
smb://SERVER/IncomingFax
```

5. Log in with office credentials.

This lets your son browse the incoming faxes directly.

Option 3 — Publish Windows Explorer in Citrix

Currently, Citrix likely publishes only:

Amazing Charts

The administrator can also publish:

- Windows Explorer
- A shortcut to `\\SERVER\IncomingFax`

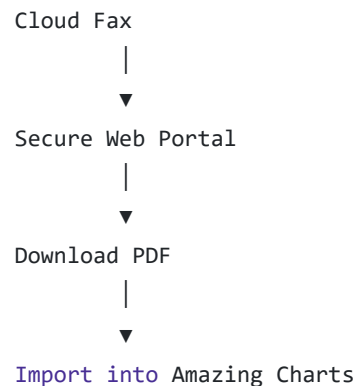
- A mapped drive (e.g., F:)

Then your son can open the fax folder from within the Citrix session.

This is a common configuration in healthcare environments.

Option 4 — Use the Cloud Fax Web Portal

Many cloud fax services provide a secure web portal:



If the office uses a service such as eFax, RingCentral Fax, Concord, SRFax, RightFax, or XMedius, your son may be able to log into the portal directly (if authorized) and retrieve the PDFs without needing access to the office file server.

Option 5 — Synchronize the Fax Folder

If IT approves it, the incoming fax folder could be synchronized to a cloud storage service (for example, Microsoft OneDrive or SharePoint) so authorized staff can view incoming faxes remotely.

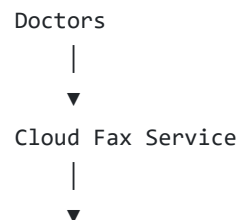
However, because these are protected health records, this should only be done if:

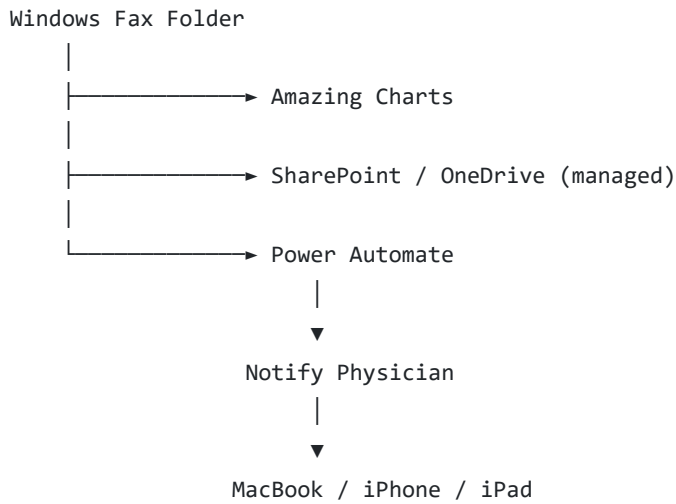
- the storage is organization-managed,
- encryption is enabled,
- access is limited to authorized users,
- and it complies with HIPAA and the practice's security policies.

For most medical practices, direct VPN or Remote Desktop access is preferable.

If You Were Modernizing the Practice

Since you've mentioned helping modernize the office, a long-term architecture could look like this:





This allows authorized users to receive notifications when a new fax arrives while keeping the office workflow intact.

What I would recommend for this practice

Given what you've described about the office (small physician practice, Citrix access, Windows PCs, and your son using a MacBook Pro), my recommendation would be:

1. Verify where the incoming fax folder is located (for example, `\\SERVER\IncomingFax`).
2. Have IT provide secure VPN access to the office network.
3. Allow your son to access the shared folder over SMB from his Mac, or give him Remote Desktop access to an office workstation.
4. If Citrix is the preferred remote platform, ask the Citrix administrator to publish Windows Explorer or a shortcut to the fax share in addition to Amazing Charts.

This approach preserves the existing workflow, requires minimal changes, and is typically the least disruptive while maintaining appropriate security controls.