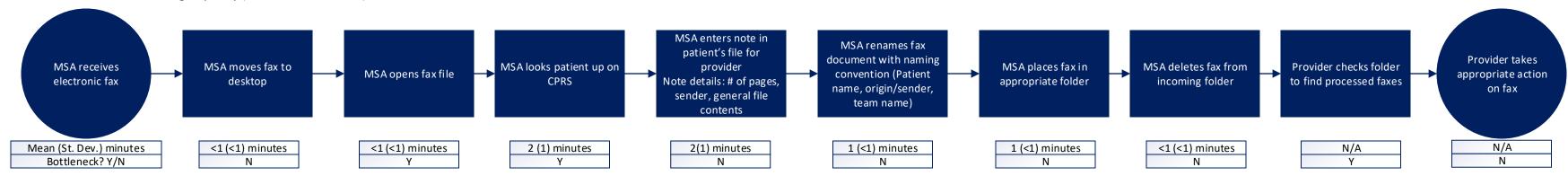


Chargers Pilot Site Visit: Charleston CBOC Fax Management Value Stream Map

Current State Processing Capacity (documents/MSA/hr): 8-12



Often receive faxes intended for other clinics, non-VA patients, or providers no longer with VA, leading to wasted time

Patient information may be incomplete on incoming fax (e.g., missing birthdate), requiring additional time

Providers often prefer paper documents which creates extra work for staff (printing/scanning)