Patient Onboarding for Healthcare Providers

DocuSign

The Global Standard for eSignature

Challenge: Efficient Patient Onboarding

Patient onboarding can be a frustrating experience, for patients and staff alike. Patients often are required to come in early, lack the necessary information, don't always write legibly, and have difficulty writing in small spaces. Requiring patients to complete intake forms and HIPAA releases manually requires staff to scan or re-key forms, and can result in incomplete information and wasted time. Ideally, providers would like to have access to patient data prior to the patient consult.

The DocuSign Patient Onboarding Solution

DocuSign, with our healthcare industry partner Kryptiq/Surescripts, developed DocuSign for Patients, which eliminates paper from the patient intake process. DocuSign for Patients lets you easily capture signatures for patient intake, consent, or HIPAA forms, and sends patient information directly to the electronic health record and practice management systems. With DocuSign for Patients, patients fill out all forms—and provide all necessary signatures—online, prior to the visit. DocuSign provides complete reporting, audit trail, and document retention capabilities. Given that each patient's requirements are unique, office staff can query the patient chart and identify all forms that require updates and signatures.

DocuSign Key Benefits

While DocuSign can be integrated with any number of medical records management systems, DocuSign for Patients is a fully pre-integrated medical records and signature solution. It is a best of breed solution for electronic signatures, electronic workflows and electronic medical records. DocuSign for Patients onboarding can be used both in-office and remotely, making it easy for patients to complete required forms from anywhere, on any device prior to the office visit.

DocuSign for Patients improves patient satisfaction, allows for more accurate and complete patient information, and eliminates errors and costs from not re-keying data.

Customer Example

GreenField Health

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GreenField Health uses DocuSign for Patients to enable patients to complete onboarding forms before they get to the office. The solution pre-populates patient information into the forms, allowing patients to easily see what needs to be updated, enhancing their satisfaction and improving administrative and clinical efficiency. GreenField Health now enjoys 100% in good order forms, and has reduced average aggregate load time for new patients information from 8 hours to less than 30 minutes.

About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.

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