

While Otolaryngology — the study of ear, nose, and throat conditions — may be a mouthful for most people, it is second nature for the staff of Asheville Head, Neck & Ear Surgeons. A widely respected clinic with facilities throughout North Carolina, Asheville Head, Neck & Ear Surgeons (AHNE) is committed to providing all patients with respectful, quality medical care, and often looks to technology for solutions that streamline operations to enhance patient care.

The intake paperwork burden for patients and staff

At check-in, AHNE collected HIPAA consent for treatment, insurance authorization, and patient practices and policies forms from each patient. They also collected treatment consent forms on the clinic floor, but in both instances the process was taking too long. It could take patients up to 15 minutes to complete the forms, and more staff time to make copies, re-key data, scan forms, and attach the resulting PDF to the patient's medical record. The originals were then disposed of through a shredding company. Errors were introduced when patients missed a field, or staff re-keyed data incorrectly or attached a PDF to the wrong patient's chart. "We had at least two staff members touch each form and three entities for proper disposal," said IT Manager Sam Clark. "And shredding paper is not as cheap as you might think." AHNE needed a better way.

Digitizing the workflow

AHNE saw an opportunity to use electronic signatures to drastically improve the process and minimize patient burden. After looking at several vendors and in-house solutions, Clark and the team chose DocuSign for Patients, a patient on-boarding solution developed in partnership with Kryptiq, to digitize their workflow. AHNE has collapsed its three check-in documents down to a single form, which the patient fills in and electronically signs using an iPad in the waiting room. The solution integrates seamlessly with the existing electronic medical records (EMR) system so data now flows instantly from input to medical records, eliminating manual steps — and errors — from the process. "There is no possibility of a patient forgetting to date or properly sign a document." Clark observed.

Results



87%

Patient intake time cut by Asheville Head, Neck & Ear Surgeons



30%

Savings on paper-related supply costs per month, including shredding



Eliminated errors in the intake and consent form process altogether

“We are very happy not only with the product, but also with DocuSign’s willingness to listen to us, adapt and customize it for our needs and our ideas.”

Sam Clark
IT Manager
Asheville Head, Neck & Ear Surgeons

A great patient experience

With the patient on-boarding solution from DocuSign and Kryptiq, it now takes patients only two minutes – down from 15 – to fill out consent and waiver forms. Through the efficiencies created by the solution, AHNE saved manpower equivalent to one full time employee. What's more, Clark noted that “our paper-related supply costs, including handling and shredding, were reduced by 30% per month.”

“We are very happy not only with the product, but also DocuSign's willingness to listen to us, adapt and customize it for our needs and our ideas,” according to Clark. “It was a great overall experience.” The rollout has been well received, and Asheville Head Neck and Ear Surgeons is planning to expand its implementation to integrate DocuSign with clinical observation data. “That will let us replace every form of paper to take our entire practice 100% digital with DocuSign,” said Clark.

“DocuSign eSignature across our practice will save us money, eliminate data entry by our staff, and create a great patient experience.”

Sam Clark
IT Manager
Asheville Head, Neck & Ear Surgeons

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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