Primary Care Practice Uses DocuSign to Eliminate Paper in Patient Onboarding

Digital Solutions Help This Practice Create a “Paperless Clinic” to Improve Patient Care

**Company’s Top Objectives**
An innovative membership-based primary care practice uses DocuSign to streamline patient onboarding. Referring to itself as a “paperless clinic,” this practice has completely reinvented the traditional doctor’s office by using technology to automate and enhance processes to provide better, faster, and more efficient patient care.

**Challenge**
In 2012, the practice sent out eight-page paper forms which prospective members had to fill out, sign, and return to enroll for healthcare coverage. This process led to many points of workflow breakage as staff had to follow-up on enrollment documents that often contained illegible writing or missing information. Forms had to be scanned and pulled into charts and data re-entered into Electronic Medical Record and billing systems. The practice had to bear the costs of printing, postage, manual labor and any rework. Overall, they estimate the administrative burden to bring new patients was more than eight hours per new patient.

**Top Benefits Achieved**
- Reduced the patient enrollment process by 95% from 8 hours to less than 30 minutes per patient
- Reduced errors in the process and provided integration to EMR and billing systems
- Saved more than $1.10 per packet on postage, printing and other paper-related costs
- Reduced staff time for enrollment by 95% from 8 hours to less than 30 minutes per patient
- Reduced errors in the process and provided integration to EMR and billing systems
- Increased enrollment process visibility
Other issues included patient satisfaction, with surveys showing that while patients loved their care, they didn’t like the enrollment process which was having a negative impact on patients’ overall experience. “We had no benchmark to what we were doing before,” observed the practice’s revenue manager. “We had paper packets and just mailed them out, but never tracked how many were being sent or what percentage we were getting back.”

The Resolution
To digitize the intake process, the practice chose DocuSign for Patients, a patient on-boarding solution developed in partnership with Kryptiq. They selected DocuSign in part because of the company’s market leadership and ease of use. The practice now simply emails patients an encrypted link letting them securely fill in and DocuSign all consent, patient history, and other forms, anytime, anywhere, from any device. The process abides by HIPAA requirements, is complete and legible, and EMR integrations improve the end-to-end experience. “We import some pieces of information like patient name, demographics, and date of birth directly into our Centricity practice management software,” Nash explained. “And because it’s integrated with our Kryptiq EMR, DocuSign enrollment forms flow through and come into the patient’s chart as a PDF that anyone can go back and review.”

The Key Benefits
Today, the practice collects 99% of information they need on patient intake before a patient ever walks in the door. What used to take eight hours for each and every patient now takes staff less than 30 minutes. Data is 100% legible. And they are saving more than $1.10 per enrollment form in printing and postage. With many new enrollments per month, the cost savings adds up. And participation has been universal among patients of all ages who cite a better experience.

The practice now has much greater visibility and control over its enrollment process. The innovative office can see who has yet to return forms, provide automated reminders, and run reports against packet completion rates, allowing them to improve packet completion rates. And best of all, customers find the process “convenient and simple.” “We are very happy with DocuSign,” the revenue manager concluded. “Our customer satisfaction is now very high as a result of DocuSigning.”

With DocuSign, 99% of patient data is collected before patients set foot in our office which lets us streamline patient visits so they get the care they need faster.”

Revenue Manager