



FEDERATION OF STATE MEDICAL BOARDS (FSMB)

The Federation of State Medical Boards represents what is commonly referred to as state medical boards—within the United States. FSMB offers a variety of services to physicians and its member boards in all 50 states, The District of Columbia and the U.S. Territories.

CHALLENGE

Historically, much of this work involved paper copies and was very manual in nature. Document completion often required physicians to download or print a form, sign it, then either scan and upload it back, or, send it via traditional mail. The process could take several days to even weeks to complete.

Additionally, there were costs associated with the paper process, staff was consumed with managing paper, and retrieving documents for potential audits was difficult at best.

FSMB needed to evolve and integrate a digital solution that would provide a better user experience. “Most of our physician users are fairly young, and have already been leading a largely digital life. They expect a system of agreement to be completed quickly and digitally,” says Michael Dugan, Chief Information Officer for FSMB.

SOLUTION

FSMB began using DocuSign in initial use cases a few years ago, but it was time to expand and integrate with existing IT platforms. “As we began to leverage DocuSign more, we came to realize that it could replace portions of our existing portal technologies that we developed in house,” recalls Dugan.



RESULTS

Improved efficiency



Better user experience



50%
reduction in paper use

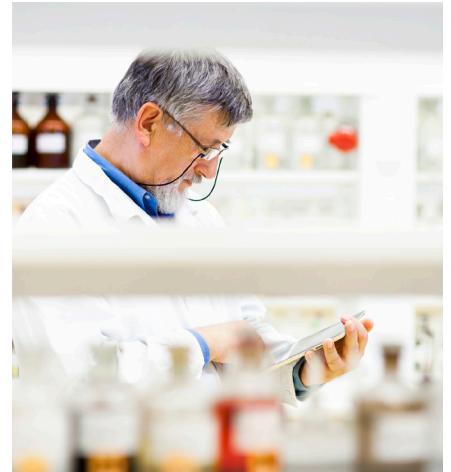


RESULTS

Documents are now completed faster and much more efficiently than before. What took several days to complete can now be done in a few minutes.

FSMB has reduced costs associated with paper by about 50%, and the user experience is completely transformed. "With our API integration, transaction completion happens in real time. We can just pop up a window in the API, they click thru and sign it, and then come back into our application. It's nice to have an "in-app experience". We don't have to send them to a different site, or open a separate window," Dugan explains.

FSMB is completely satisfied with its DocuSign solutions and looks forward to expanded application. "We think DocuSign provides a great value for the cost and DocuSign continues to add features and functions, which means we can add more value to our clients and customers," Dugan concludes.



"We wanted a seamless, in-app experience, so we could get a document signed and move on—no paper needed, no upload needed."

MICHAEL DUGAN

CHIEF INFORMATION OFFICER,
FEDERATION OF STATE
MEDICAL BOARDS

ABOUT DOCUSIGN

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

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