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THE DIGITAL HERO ALLIANCE

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One electronic signature at a time.

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HER JOB

Jenny Lester, MPH, CCRP, is a Research Manager at the Cedars-Sinai Samuel Oschin Comprehensive Cancer Institute in Los Angeles. She graduated from University of Georgia and earned her Master's of Public Health (MPH) degree from Morehouse School of Medicine. She has worked in clinical research for over 20 years.

"One in three people will be diagnosed with cancer in their life. The quicker we can open clinical trials and enroll patients in a study, the bigger potential for impact."

THE CHALLENGE Only 3-5 percent of adult cancer patients participate in clinical trials. The biggest reason is lack of information; some 85 percent of cancer patients don't know about trials in which they could take part*. But even when the patient is aware of the options, the paperwork required by participants, physicians, regulatory entities, researchers and grant funders can be daunting.

THE HEROIC ANSWER The well-worn, paper-based way of doing things was put aside, bravely replaced by a registry powered by DocuSign's digital document review and approval solution. "Our experience using DocuSign to enroll patients in the Research for Her registry opened the door for us to improve the research consent process for patients and to reduce the administrative burden generated by paper," says Lester.

Learn more about DocuSign's Digital Heroes.

*Source: National Institutes of Health

THE OUTCOMES

TENET 1.
DELIGHT CUSTOMERS

The new digital way of connecting has helped to simplify research participation. "By reducing paperwork, coordinators can spend more time in the clinic with patients," Lester adds. Applications, information forms and permissions now can be accessed on whatever device the patient or clinician feels the most comfortable – desktop, laptop or mobile.

TENET 4.
INCREASE SECURITY

Clinical trials are highly regulated, each requiring extensive record keeping and significant paper shuffling. Before DocuSign, the forms took weeks to gather, complete and submit. Grant and funding documents for trials were not speedily handled – often taking three to four weeks to complete. Now sign-off on regulatory files and funding documents can be completed in as little as two days. "Getting documents signed and keeping compliant means things move fast. And that's a win-win for the patients," Lester says.