



# Digitize Post-Acute Patient Onboarding with DocuSign and Kno2

## Streamline patient admission by integrating eSignature workflows into your electronic health records system

For post-acute providers, enabling a seamless and personalized patient onboarding experience is an important first step toward creating a patient-centric experience. Often the relationship with a patient is also expanded to include their legal representative (usually a family member) who completes a lengthy admission packet containing multiple forms for signature. Historically, this process has been very manual, including printing paper-based forms, driving heavy “blue book” paperwork packets back to an office to be scanned and uploading information into a poorly designed online form.

### Improve interoperability and security while providing a digital patient onboarding process

With DocuSign and Kno2, a post-acute provider can personalize and streamline the entire admissions process, either remotely or in-person, to ensure a positive experience for a patient and their family as they transition to your organization. Through DocuSign’s partnership with Kno2, the patient onboarding process becomes automated. Preparing onboarding packets, signing the patient forms and storing signed forms in your electronic health record (EHR) can all occur seamlessly and digitally. By automating the patient onboarding process, your staff will have less of an administration burden, allowing them to focus more efforts on the patient.

The DocuSign Agreement Cloud solution is compliant, trusted and secure. DocuSign eSignature increases the reliability, integrity, availability and authenticity of records and signatures. DocuSign technology allows customers to electronically sign agreements in full compliance with E-SIGN, UETA and HIPAA regulations. DocuSign is ISO 27001:2013 certified – the highest level of global information security assurance available today – and utilizes a robust architecture that delivers high availability and enables access on nearly any device from almost anywhere. All documents and data are encrypted in transit and at rest. Each DocuSign eSignature transaction includes a fully traceable, tamperproof audit trail and exportable Certificate of Completion.

### Leverage interoperable solutions to automate the patient admissions process

Starting with the personalization of the admissions packet, a post-acute EHR user can send information from the basic patient record in the EHR or simply add the Patient ID to a DocuSign envelope within DocuSign’s interface. Then the provider can electronically send the admission packet to a designated email address or take the digital forms to a patient’s bedside to complete on an electronic tablet.

The signature workflow happens entirely within DocuSign, which is a solution that is easy to use and familiar to most patients.

Upon completion of the admission packet by the patient, the signed forms are returned into the EHR via Kno2. The filing process steps include:

- Admission documents are automatically sent directly to a patient's record or EHR, either with or without a manual review in the Kno2 interface
- Automated assignment to the correct patient record through the Patient ID match or an integrated patient lookup in Kno2
- Automated assignment of individual forms in the admission packet to the corresponding EHR document type

**Simple. Efficient. Secure.**



## The DocuSign Agreement Cloud

Beyond the partnership with Kno2, the DocuSign Agreement Cloud provides several solutions that meet critical needs in the post-acute care industry.

Post-acute providers and their teams can focus on their patients and get reimbursed faster by simplifying many processes that require forms, signatures and notes. The DocuSign Agreement Cloud automates and connects end-to-end workflows to help providers do more with less, accelerate revenue and deliver the modern experiences every stakeholder expects. DocuSign helps over 1,800 healthcare providers achieve outstanding results, including agreements that contain 88% fewer errors, finish 21 days faster and cost \$36 less per agreement compared to manual signatures.

### eSignature

Securely prepare, send and sign any document in-person, offline or digitally and maintain a complete audit trail

### Integrations

In addition to the Kno2 integrations with most EHRs, DocuSign has over 350 prebuilt integrations with leading healthcare platforms, including Salesforce, Google and Microsoft

### Powerforms

Generate on-demand self-service documents for signature in a secure and user-friendly experience

### ID verification

A digital way to verify government-issued IDs

### Payments

During the signing process, collect payment via credit card, Apple Pay, Google Pay or ACH electronic payments

## Learn more about the DocuSign Agreement Cloud for Healthcare and home healthcare



### 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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