

The DocuSign Agreement Cloud + Kno2 for PointClickCare

Streamline patient admission by integrating eSignature workflows into PointClickCare

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 “big blue book” paperwork packets back to the office to be scanned and uploaded into another system.

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 the patient and their family as they transition to your organization. Any post-acute provider with PointClickCare (PCC) can benefit from the integration between Kno2 and PCC. Through DocuSign's partnership with Kno2, the patient onboarding process becomes automated. Preparing onboarding packets, signing the patient forms, and storing the signed forms in PCC can all occur seamlessly and digitally. By automating the entire patient onboarding process, your staff will have less of an administrative burden by 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 documents in full compliance with ESIGN, 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

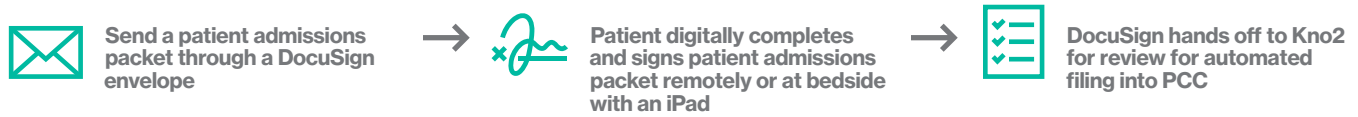
Starting with the personalization of the admissions packet, a PCC user can send information from the basic patient record in the Electronic Health Record (EHR) or simply add the PCC Patient ID on the envelope within DocuSign eSignature interface. Then the provider can electronically send the admission 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 eSignature, 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 submitted to Kno2 for efficient filing in the Miscellaneous tab of the patient/resident record in PCC. The filing process steps include:

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

The DocuSign Agreement Cloud for post-acute care providers lets you focus on their patients and get reimbursed faster by simplifying many processes that require forms, signatures and notes. It 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, get completed 21 days faster and cost \$36 less per agreement compared to manual agreements.

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 integration into PCC, DocuSign has over 350 prebuilt integrations with leading platforms where healthcare work is done, 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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