MIMIT Health Improves Patient Experience with DocuSign.

Healthcare provider MIMIT Health is a multispecialty group of independent physicians, surgeons and other providers headquartered in Melrose Park, Illinois. With a patient-centric outlook and the ability to leverage technology to upgrade services, the group is on a mission to provide the highest quality of care.

However, MIMIT Health was slowed by paper-based processes and data silos. Patient forms were completed and stored as physical documents while data in electronic health records and other key systems was largely inaccessible for most employees. MIMIT Health was less efficient as a result and collaboration among staff was nearly impossible.

Manish Goomar, the director of digital systems and solutions at MIMIT Health, knew the company needed to provide a better patient experience and the best way to achieve that was to operate faster and more efficiently. "We want to become the Amazon of healthcare," said Goomar. "That company is totally built around the customer, and as consumers, we're addicted to that convenience. In healthcare, it's the patient whose loyalty we need to earn—we can do that by presenting them with helpful services in their time of need."

MIMIT Health chose the DocuSign Agreement Cloud because of its ability to integrate with their existing systems, like Salesforce's Health Cloud and the content management system, Box. With DocuSign, MIMIT Health has created a better experience not only for the group's employees and physicians, but also for patients. Because staff spends less time on manual paperwork, they are able to service more patients—resulting in a 20% revenue increase for the company.

Creating one centralized platform with DocuSign

Goomar and his team were looking for a way to automate paper processes and make patient information, data and documents accessible to employees. "Many of DocuSign's products are shaping the healthcare industry and can help with patient forms. We wanted a partner that is as scalable as MIMIT Health," said Goomar. "We're growing 35% annually and we knew that DocuSign could expand with us unlike similar services."

Results

35%
Decrease in labor costs.

20%
Increase in revenue.

50%
Increase in security assurance.

95%
Average reduction in time to sign patient intake forms.

48 hours
To launch telehealth services.

95%
Increase in number of nursing homes serviced. Increased from 2 nursing homes to 45 in one year.

To create interoperability and streamline the patient intake process, MIMIT integrated DocuSign PowerForms with Salesforce's Health Cloud and Box, which is all connected to MIMIT's electronic health record (EHR). MIMIT uses DocuSign PowerForms to create templated versions of numerous forms including patient registration, intake, consent and discharge documents. Today, when a patient needs a specific form for certain services, employees can automatically send it, receive a signature and save it to a central repository via Box, all within the Salesforce Health Cloud. Administrative time is saved by DocuSign's ability to automate the signing order among all parties within the platform. With this switch to paperless operations, the company saw a 35% decrease in labor costs.

Integrating DocuSign to improve patient processes

Almost immediately, MIMIT Health saw the benefits of this automated and interoperable system. The quality of patient care and employee productivity improved. For example, it now takes only seconds to obtain a signature on a patient intake form. "Our patient engagement team was spending up to 10 minutes a day requesting and receiving in-person signatures. That's too slow and the costs add up," said Goomar.

The care coordination team, which organizes services for patients, saw similar benefits. Because they can more easily access patient information via the centralized platform, there's more time to prepare the services they offer (i.e. surgeries, consultations and medications). Patient forms are automated, meaning the team can collect documents digitally instead of making patients fill out forms in person.

MIMIT Health also used DocuSign to scale services to nursing homes. Before offering services to a patient living in a nursing home, a healthcare provider has to fill out a packet of documents that credentials them in that facility. MIMIT Health uses DocuSign eSignature and PowerForms to digitize these credentialing forms and collect the provider's signatures once they are filled out. In one year, the company went from servicing two nursing homes to 45 with plans to grow that number to 80 in the next year.

Using DocuSign integrations with Health Cloud and Box, the organization ensures compliance as well. The DocuSign integrations scans forms to make sure HIPAA regulations are followed, letting teams monitor and track all audit logs on patient forms and documentation. As a result, MIMIT Health has seen a 50% increase in security assurance since partnering with DocuSign.

"Many of DocuSign's products are shaping the healthcare industry and can help with patient forms. We wanted a partner that is as scalable as MIMIT Health. We're growing 35% annually, and we knew that DocuSign could expand with us nationwide and around the globe unlike similar services that we looked at."

Manish Goomar
Director of digital systems
MIMIT Health

Preparing for COVID-19 and the future of remote healthcare

With DocuSign, MIMIT Health has also been able to expand and upgrade its telehealth capabilities. This was especially helpful in the midst of the COVID-19 pandemic. "If we didn't have DocuSign when COVID-19 hit, we wouldn't be able to have a compliant telehealth solution. The partnership made it very easy for us to reach our patients with the proper documentation needed to authorize our services and help them from afar," said Goomar.

From MIMIT Health's internal patient portal, patients can schedule a telehealth appointment and then receive and sign consent forms using DocuSign PowerForms. Once the patient signs those documents, they are automatically sent back and saved to Box for easy access in the future.

MIMIT Health's telehealth capabilities have opened the door to treat patients across the world throughout this global crisis. Looking into the future, Goomar said that the organization plans to continue growing these capabilities by using PowerForms in daily operations and expanding use of DocuSign directly on the website as part of the referral management process.

"We would like to utilize [DocuSign] to help us scale our business to such a way that when a patient comes in, there's nothing that needs to be signed and they can just get the quality time that they deserve with the provider," said Goomar.