

Expanding Healthcare Services with Digital Agreement Technology

Introduction

In response to the global COVID-19 pandemic, healthcare organizations have been forced to adapt quickly. Providers are shifting workflows at light speed to meet evolving demand and keep patients safe in the face of numerous new challenges. Some patients are dealing with the complications of a novel disease, which can be difficult for providers to treat. Others are postponing elective procedures, which decreases incoming revenue. Healthcare organizations everywhere are struggling with budget cuts, or even staff reductions, that can make it even harder to meet the demands of the changing landscapes.

Even with all the new obstacles, patient care is still possible. Medical professionals can still connect with the people who need them. Today's healthcare organizations are responding to these problems by streamlining costs and increasing agility in response to regulatory changes. The pandemic is forcing some changes, but it isn't stopping organizations that are committed to their patients. There's a process shift that's happening to make every part of this new workflow – especially agreements – more digital and flexible. By making the administrative paperwork simpler, healthcare providers can free up more time and resources to increase focus on patient health.

At DocuSign, we've had conversations with global healthcare leaders about how they're adapting to keep patients safe and operate efficiently in the new landscape. We've heard stories about new challenges, successful adaptations and shifting visions of what's possible in daily workflows. The changes that are being made now are more than temporary one-off patches, they're permanent improvements to make operations more efficient. We're seeing the roots of a digital-first healthcare industry. Let's dive into the way healthcare providers can digitally transform day-to-day work.

DocuSign customers in the healthcare industry can't afford to take too long or make mistakes when it comes to patient care. In order to provide care safely during the COVID-19 pandemic, which requires more contactless and remote offerings, healthcare providers need to manage agreements in a new way. They need to process paperwork in an efficient way to make sure that on-site patients are treated promptly while also increasing care options for patients who remain at home. So far, conversations with healthcare customers have illustrated progress for both types of patients.

TeleDoctor24: providing treatment for remote patients

TeleDoctor24 is a European medical services app that allows European patients to receive professional consultations about their personal health via digital appointments and even receive electronic prescriptions and sick notes following those sessions. Dr. Kaneschka Jahanyar, chief medical officer at TeleDoctor24, stressed the importance of allowing patients to stay at home and still get the treatment they need. Behind the scenes, TeleDoctor24's doctors are using qualified electronic signatures (QES) to create legal documentation that fulfills the highest standard of eIDAS Regulation. Thanks to DocuSign eSignature and DocuSign Identify, this process can be managed in minutes.

DocuSign Customers by the numbers

91%
of active customers would recommend DocuSign to another business or organization

96%
have confidence in DocuSign's ability to deliver

90%
are satisfied with their overall experience with DocuSign

89%
of active customers find DocuSign valuable to their business

60%
of DocuSign customers report experiencing some level of digital transformation recently

Benefits of DocuSign

81%
enables remote work transformation recently

78%
enables me to do business faster

78%
saves me time

Heart-Centered Counseling: efficiently transitioning to teletherapy

Heart-Centered Counseling provides outpatient mental health services with offices throughout Colorado. In early 2020, they were searching for a HIPAA compliant platform to assist with consent forms, intake forms, financial forms and internal paperwork. When COVID-19 forced a move to teletherapy, they used DocuSign eSignature to transition to remote operations quickly. Now Heart-Centered Counseling can sign documents remotely in full compliance with ESIGN, UETA and HIPAA, using standardized templates to streamline workflows across all 20 facilities. Heart-Centered Counseling also trained 200+ providers through DocuSign University's guides and videos, saving valuable time as they transitioned to teletherapy.

EngagedMD: improving patient experience with digital documentation

EngagedMD provides patient education and consent software for fertility clinics. Their mission is four-fold: improve the patient experience, save time, go paperless and decrease risk. Paperless documentation and consent have become particularly important since the onset of the COVID-19 pandemic. With DocuSign eSignature and IDV, EngagedMD helps clinics securely digitize remote consent, saving up to two hours per patient on consent appointments. EngagedMD's partner clinics give patients the flexibility to review and sign documents on their own devices from anywhere. By verifying patient identities remotely, clinics save time on paperwork and preserve in-clinic time for medical treatments.

Maintaining compliance with Part 11

Other healthcare organizations are using DocuSign to maintain compliance with the FDA's 21 CFR Part 11 regulation while running clinical research initiatives. Because of DocuSign's built-in security controls, robust audit trail and stringent provisioning processes, providers can meet GxP and other compliance standards. Customers have fast tracked standing up their 21 CFR Part 11 instances by partnering with DocuSign's dedicated customer success team in order to quickly replace wet signatures to enroll, monitor and treat patients remotely and contactlessly.

Unblocking hiring and onboarding processes

Because of strict licensing and credentialing requirements, hiring new doctors can be complicated and time-intensive. Healthcare providers that want to increase staff while still ensuring that candidates are appropriately credentialed have relied on DocuSign to verify the identity of new doctors, validate their credentials and onboard them remotely. Accelerating employment agreements is an easy way for healthcare providers to maintain the flexibility required to meet increased demand. A streamlined hiring/onboarding process is also important to securely allow a healthcare organization to avoid messy red tape and focus on patient care.

Establishing consent for mental health treatment

When it comes to treating mental health patients, one-on-one and group therapy sessions are being moved online in order to provide contactless care during the COVID-19 pandemic as well as to treat hard-to-reach geographies. However, before patients can enter these sessions, they need to provide documentation of consent, HIPAA releases and other documentation with their medical team, a hurdle DocuSign customers are overcoming with eSignature. By treating patients via video conference, mental health providers are continuing to provide a personalized care community for mental health patients without exposing them to any additional health risks.

Spend time treating patients, not managing paperwork

The DocuSign Agreement Cloud enables improved experiences for patients, providers and payers, all while maintaining compliance, security and privacy. It lets healthcare organizations focus on patient treatment by simplifying agreement processes, which means better patient experiences and improved care coordination. Even interact with patients and agents through mobile devices, making it faster and easier to share information and get approvals.

With DocuSign you can automate a wide variety of processes, including:

- New patient forms/onboarding
- Notice of privacy practices
- Consent forms
- Medical records updates
- Home healthcare patient documents
- Physician/nurse credentialing
- Provider agreements
- Medicare forms
- Business Associate Agreements (BAAs)
- Vendor contracts
- Purchase orders
- Statements of work
- Internal human resources documents
- Physician credentialing

“DocuSign was the only provider to offer a fully digital, end-to-end solution for QES, integrated seamlessly with leading ID provider, IDnow. Without DocuSign we would not be able to legally issue the sick notes and e-prescriptions.”

Dr. Kaneschka Jahanyar
Chief Medical Officer
TeleDoctor24



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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