

Transforming Healthcare with Intelligent Agreement Management

Balancing rising costs, increasing demands for a modern patient experience, and preventing staff burnout is the immense and ongoing challenge facing healthcare organizations today. Intelligent Agreement Management (IAM) transforms slow, manual processes—like provider onboarding, credentialing, patient intake, and compliance sign-offs—into seamless digital experiences. By eliminating paperwork bottlenecks and reducing administrative burdens, DocuSign empowers your teams to onboard staff faster, reduce burnout, and deliver the high-quality care your patients deserve.

DocuSign is trusted by the top 25 healthcare companies in the Fortune 500 to keep patient and organization information secure and compliant. DocuSign is committed to ensuring data is protected—preserving the confidentiality, integrity, and availability of our services to our customers, as evidenced by the many [global certifications and standards](#) the company maintains.

Empower providers and staff

The [DocuSign IAM platform](#) streamlines agreement workflows by eliminating cumbersome manual processes and fragmented information. DocuSign frees providers and administrative staff from non-clinical work, so they can spend more time on direct patient interaction. DocuSign empowers care teams by alleviating burnout and improving the overall well-being of the workforce.

Transform patient experience

The IAM platform modernizes the “digital front door”, offering patients a seamless and secure experience. Patients can complete agreements on any device, with more than a third of all transactions finalized via mobile. This meets patient expectations shared by leading consumer brands and the ease of one-touch mobile interactions. By making the process hassle-free, DocuSign helps improve patient loyalty and retention.

Drive operational efficiency

DocuSign optimizes healthcare operations using agreement AI to transform contracts into strategic assets. By centralizing data and automating processes, DocuSign helps organizations improve operational efficiency and control costs. The IAM platform also provides real-time visibility and insights to improve business processes and mitigate risk.

Use case examples

Patient engagement

- Patient intake
- Consent management
- Financial assistance enrollment
- Telehealth agreements

Care coordination

- Medical record requests
- Discharge summaries
- Therapy orders
- Transition of care plans

Academic research

- Investigator onboarding
- Study protocols
- Data release forms
- Informed consent forms

Staffing and operations

- HR onboarding
- Physician credentialing
- Payer relations
- Supplier contracts

Legal and compliance

- BAAs
- HIPAA compliance
- Audit reports
- Contract management

IAM enhances experiences and streamlines operations

The IAM platform scales with your organization, ensuring efficient operations and a seamless patient and staff experience.

IAM Core

This customizable application is built for healthcare organizations of any size. IAM Core goes beyond eSignature to help any team with agreement creation, review, and management. You can build customized workflows, automate processes, centrally store completed agreements, and transform static documents into dynamic assets that drive decision-making.

IAM for Customer Experience

This preconfigured application is designed to help you easily capture patient info and build loyalty. Streamlining and automating manual steps like data entry and identity verification helps patients complete forms and authorizations faster. This smooth, engaging patient experience helps reduce abandonment and maximize retention.

DocuSign IAM capabilities

Our capabilities uniquely address each step of the agreement process to help transform your organization and advance your strategic plan.

eSignature: Enable a secure, intuitive signing experience across any device. Collect approvals in minutes and reduce turnaround time for critical forms and authorizations.

Web Forms: Capture patient data and dynamically populate across HIPAA releases and consent forms in a seamless, interactive experience, reducing manual data entry.

Multi-Channel Delivery: Notify patients via email, SMS, or WhatsApp to ensure timely completion of forms and authorizations while improving the patient experience.

App center & integrations: Our unmatched ecosystem of [1,000+ integrations and robust APIs](#) helps ensure a seamless data flow and creates a more efficient digital ecosystem.

CLM: Streamline the end-to-end contract lifecycle to reduce risk, increase efficiency, and improve compliance across supplier management and payer relations.

Workspaces: A collaborative space that allows patients and care teams to easily manage tasks, track milestones, and upload supporting documents for patient intake, specialty care referral, and care coordination.

Maestro: A no-code workflow automation solution that allows you to customize clinical and business workflows—like credentialing or medical record requests—and automate data write-back to your system of record with an intuitive drag-and-drop interface.

Notary: Enable remote online notarization (RON) for legal affidavits, powers of attorney, living wills, and other forms that require secure and convenient notarization.

Results

29%

of staff time saved
per agreement

17%

reduction in
compliance
incidents

93%

improvement in
data quality

39%

reduction in
paper used

>1/3

of all transactions
completed via
mobile

Source: Paradoxes, Inc.,
"Industry benchmarking
research," 2022.

About DocuSign

DocuSign brings agreements to life. Over 1.6 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign IAM, companies can create, commit to, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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