DocuSign Accelerates the Business of Healthcare

Healthcare paperwork has long been a sticking point for patients and staff. Information has to be written on paper at each visit, then manually entered into an electronic health record (EHR). Signed documents must be securely stored on premises or scanned and uploaded to a digital system. It’s a cumbersome process that frustrates patients and wastes staff resources.

DocuSign products digitize healthcare documentation, connect critical systems and improve the experience for all parties. You can even seamlessly connect to any certified EHR, including Epic and Cerner. Our EHR interoperability is powered by Infor Cloverleaf and leverages HL7 FHIR standards.

Manual intake tasks waste employee time and create risk¹

40% of healthcare employees are spending more than 5 hours a week faxing, printing and scanning documents.

63% of healthcare providers say their consent process contains risks because of poor document storage and retrieval capabilities.

46% say interoperability with existing software and limited EHR integration are primary barriers to digitization.

Improve patient, staff and clinician experience with automated workflows

A digital front door

- Easy: intake forms are received via email/SMS and can be completed digitally on almost any device
- Simple: documents are prepopulated with existing patient data, new information is collected with a guided form, insurance information is provided via photo upload
- No new apps: patients can receive and complete forms without having to download a new EHR apps

Provider efficiency

- Streamlined: remove manual tasks for staff members, such as sending, uploading and scanning patient forms
- Digitized: eliminate paper forms and connect digital forms directly to patient record in an EHR
- Automated: trigger actions with rules-based workflows that automatically send documents without staff involvement
- Accurate: indicate mandatory fields in documents so forms are returned in good order without errors
- Up-to-date: receive notifications on form status without ever leaving the EHR

¹ DocuSign survey of acute, post-acute and ambulatory healthcare organizations, November 2020
* Requires a plan that includes DocuSign professional services
Patient intake reimagined

Healthcare organizations can reimagine document workflows in a way that modernizes the patient experience and optimizes staff resources.

Here's an overview of the patient intake process:

1. Patient schedules appointment digitally or on the phone
2. Paperwork is automatically sent via email or text
3. Patient digitally completes and signs documents, which are automatically uploaded to the patient record in an EHR
4. Staff receives an optional notification when the paperwork is completed
5. Patient arrives to appointment with no new paperwork on a clipboard
6. Staff checks in patient without having to exchange any paperwork, appointment focuses on treatment and experience
7. Staff accesses information in patient record and manually pushes data into appropriate EHR fields (where possible)
8. DocuSign auto-populates existing patient information into future forms

Read more about DocuSign for Healthcare or set up time to talk with one of our experts.

About Infor Cloverleaf

Infor Cloverleaf is an interoperability solution provider that helps control, manage and process data to solve complex interoperability challenges. DocuSign embedded the powerful Infor Cloverleaf technology to improve EHR connectivity. Now, DocuSign for Healthcare can connect to any certified EHR without requiring partners, additional contracts or delays.