

# DocuSign Remedies Problems at Behavioral Healthcare Services Center

Medium-size operation boosts efficiency and cuts costs

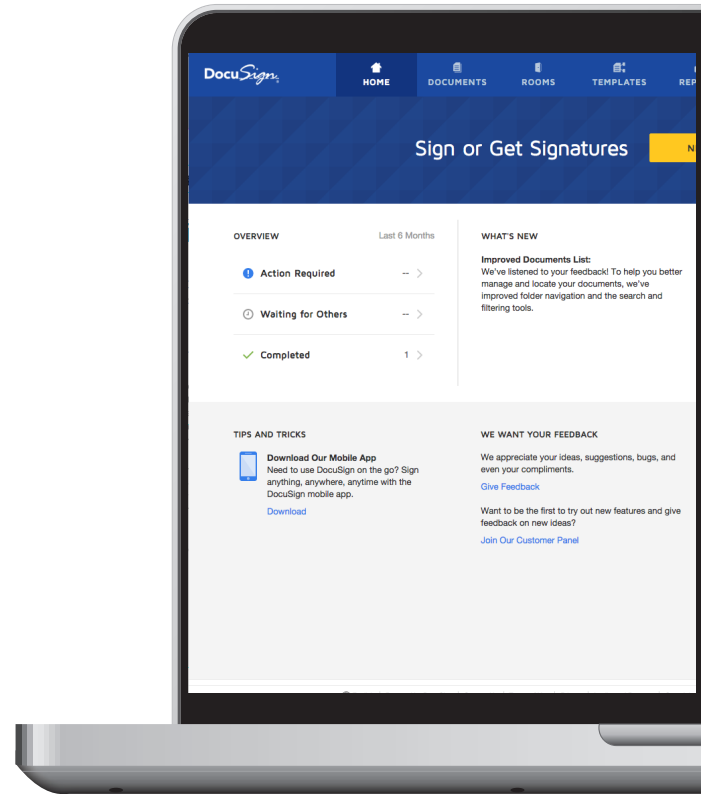
## Background

The mission of this non-profit organization located in the US Midwest is to direct and maintain a comprehensive healthcare service agency working with community partnerships to provide health services to individuals and families. Being a healthcare provider, this organization is subject to myriad regulations regarding the handling and storage of patient and other medical information.

## Challenge

In accordance with HIPAA regulations, the center had been transitioning its paper-based medical-records workflow process to an electronic one. A gap in their transition was the painful need to print documentation for signing purposes. In addition, many of their records are created off-site by mobile therapists working in remote settings who were required to sign documentation by hand and either mail the paperwork to the central office or hand-deliver it. The initial workflow design was both time-consuming and counterproductive.

To make their procedure more efficient and eliminate the cost of paper-based documents, the center decided to implement a digital signature solution that supported Microsoft Word and Adobe PDF to be used in a Terminal Server architecture (no local software on the PCs).



## Top Benefits Achieved

- ✓ Compliance with HIPAA regulations
- ✓ Savings of thousands of dollars monthly in paper and travel-related costs
- ✓ Ability to sign documents in all the electronic formats that the Center uses



## Solution

After evaluating several electronic signature solutions, they selected DocuSign Signature Appliance formerly CoSign Central, the most trusted on-premises signing solution for regulated industries and markets.

DocuSign Signature Appliance met all of the Center's objectives, including HIPAA compliance, support for the document types that the Center uses, and seamless integration within the Center's IT environment. Furthermore, DocuSign Signature Appliance's scalability would enable the Center to expand the use of electronic signatures as needed.

## Results

Since DocuSign Signature Appliance's implementation, the Center's medical professionals have been utilizing electronic signatures to sign all patient documentation both onsite and offsite, in accordance with HIPAA regulations.

DocuSign Signature Appliance allows mobile therapists to electronically sign documentation remotely, so that it can be routed and archived electronically, avoiding the postage and travel expenses associated with their previous process.

As a result of DocuSign Signature Appliance's implementation, the center has significantly expedited its workflow and is saving thousands of dollars in travel and paper-related costs every month.



Our use of DocuSign Signature Appliance has made our entire electronic medical records process more manageable and fluid. Documents are immediately accessible for our medical professionals when they need them. Our decision to use DocuSign Signature Appliance has saved time and money, and enhanced our abilities to serve our community."



### About DocuSign

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

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