

Trusted Doctors Optimizes Patient Workflows with DocuSign & Kno2



Challenge

With social distancing guidelines and COVID risks stretching into flu season, Trusted Doctors decided to launch a drive-through version of its annual vaccination clinic—but the medical group still needed a contactless way for patients to sign documents.

Solution

Pressed for an easy way to digitize patient workflows, Trusted Doctors implemented eSignature.

Using Kno2, the group automated the connection between DocuSign and its EHR—facilitating a seamless process for its flu & COVID clinics:

1. Patient information is uploaded into DocuSign, and envelopes are generated and sent via bulk send.
2. DocuSign automatically transfers completed documents to Kno2.
3. Kno2 uses the EHR's secure messaging tool to upload documents into a designated inbox—and they're assigned to the correct provider within the EHR.



Products

DocuSign eSignature

Integrations

eClinicalWorks (via Kno2 DocuSign EHR Connector)

<1 month

Go-live with DocuSign

<1 week

DocuSign interoperability with EHR system

Increased

Time with patients