

# DocuSign streamlines physician signatures with Digital Transaction Management

## Leading Medical Device Manufacturer Gets Patients Faster Care By Going Digital

### Company's Top Objectives

This forward-thinking medical device manufacturer is a pioneer in the field of wound care. Its negative pressure therapy devices, which apply a vacuum environment to help wounds heal faster, were the first of their kind in the marketplace, and are currently the most extensively used negative pressure devices in the world. Unfortunately for patients eager to use the devices, the company's therapy devices require a prescription, and tracking down doctors for physical signatures can be a slow, cumbersome frustrating experience. The manufacturer wanted to find a way to make it easier for their customers to obtain prescriptions and found what it was looking for in DocuSign's Digital Transaction Management solution for healthcare providers.

### Challenge

The company's medical devices, built both for in-patient and home use, have been prescribed by tens of thousands of doctors worldwide. They have helped patients everywhere heal faster with better results. But before a patient could get a device to take home from the hospital, a nurse or wound care consultant needed to get a physical signature on paper from a doctor, proving its medical necessity. "This causes huge problems because it can take days to get physicians' signatures, and



### Top Benefits Achieved

- ✓ Decreased time to get prescriptions from two days to under an hour, enabling patients to heal sooner
- ✓ Eliminated errors in the prescription process to zero
- ✓ Enabled straight-through processing via integration with CRM system
- ✓ Executed 10,000 electronically signed prescriptions in the first year alone

patients actually had to wait in the hospital to get the care they needed,” said the company’s Senior Business Analyst. “So not only was it taking valuable time of highly trained staff but it was also delaying patients’ discharges and healing.”

## The Solution

The medical device manufacturer turned to DocuSign for an electronic signature solution that would help doctors prescribe negative pressure devices electronically. With DocuSign’s Digital Transaction Management platform, a doctor can fill out prescriptions immediately electronically – anytime, anywhere, on any device. The doctor receives an email containing a link to find out more information about the patient, any contraindications, and other information the doctor may need to make a prescription decision. The doctor then responds by DocuSigning their electronic signature, and the device can be released to the patient immediately. “Instead of taking up to two days, it now often takes just hours or minutes to get a doctor’s signature, and get the patient the care they need faster,” according to the Senior Business Analyst.

## The Resolution

Now Digital Transaction Management is in use to streamline their device prescription workflow, patients get released earlier from the hospital, and wound victims get the care they need as quickly as possible – and in large numbers too. “We’re creeping up on ten thousand electronically signed prescriptions through DocuSign all in the space of one year,” said the Senior Business Analyst. “Plus, our DocuSign experience has been great. We’re constantly working together to find more areas of our business where DocuSign’s Digital Transaction Management platform can benefit our patients and our business.”

The company has also integrated DocuSign into its CRM system for straight-through processing, eliminating even more staff rework. By implementing an end-to-end solution covering everything from signature through CRM, they saves time and money, patients get better care faster, and providers let their staff do what they do best – take care of patients.



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**Senior Business Analyst,**

**SMB Medical Device Manufacturer**



DocuSign, Inc. (DocuSign®), The Global Standard for Digital Transaction Management™ helps organizations achieve their digital transformations for dramatic ROI, increased security and compliance, and better experiences for customers, partners, suppliers and employees. DocuSign automates manual, paper-based processes with the only open, independent, standards-based DTM platform for managing all aspects of documented business transactions. DocuSign empowers anyone to transact anything, anytime, anywhere, on any device securely.

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