



Tri-Counties Regional Center

Tri-Counties Regional Center expedites vital patient care with DocuSign.

Challenge

The Tri-Counties Regional Center (Tri-Counties) in Santa Barbara, Calif., connects nearly 13,000 disabled citizens with essential resources to enhance their quality of life. With service as the core value, Tri-Counties needed a more efficient agreement management process to automate and streamline manual, paper-intensive workflows to better serve their clients. CIO Dominic Namnath summed it up: “The faster we can get patients through the sign-in process and required paperwork, the sooner they can receive vital services and needed care. That’s a huge impact we can have on a person’s life.” Tri-Counties forms can be up to 63 pages long and require signatures from teams of physicians and other service providers.

Unfortunately, the simple act of connecting a citizen with the help they need can be a time-consuming and costly process. Namnath’s team set out to resolve the organization’s complex paper problem in order to become more customer-friendly while improving their ability to balance their annual budget of nearly \$215 million. With 300 employees spread across six offices and a population of clients with a range of disabilities, the solution needed to be simple to implement and use.

What’s more, Tri-Counties reports back to the State of California and is subject to the Health Insurance Portability and Accountability Act (HIPAA). As such, the solution needed to comply with HIPAA regulations for security and document encryption to ensure patient information remained safe, secure and in the right hands.

Solution

Tri-Counties selected DocuSign eSignature for the solution’s ease of use, minimal training required for deployment and use, and broad ecosystem of partnerships and integrations, including Box, the Tri Counties’ cloud storage provider. In fact, Namnath points out that “the DocuSign workflows mimicked our exact workflows,” making deployment fast and easy.

DocuSign’s compliance and security standards also align with the Tri-Counties’ criteria for an e-signature solution. As per HIPAA best practices, Tri-Counties signed a Business Associate Agreement with DocuSign, which stipulates that all external Tri-Counties contracts must fully comply with the record.

Results

After
DocuSign

200,000
pieces of paper
saved in 2 years

50%
increase of face-to-face
contact with citizens in need

37%
decrease of staff
note taking

46%
of documents completed
in under 24 hours

“DocuSign changes lives – this is a much greater value for Tri-Counties and our communities than solely the return on financial investment.”

Dominic Namnath
Chief Information Officer,
Tri-Counties Regional Center

Results

According to Namnath, “DocuSign gives Tri-Counties a vehicle to really do our best -- as people and as professionals. We continue to raise the bar and set the standard for the state of California thanks to innovative technologies like DocuSign that help us do our jobs better, faster and more efficiently.”

For Namnath, his customers’ joy and satisfaction embody DocuSign’s success at the organization. He shared the touching story of David Smith, an elderly patient with cerebral palsy. David was able to sign his name for the first time using DocuSign for Mobile on an iPad. “The joy on David’s face as he scribed his name with his finger was beyond description,” said Namnath.

Another Tri-Counties success came from a mother and her 13-year-old child, both new to California’s system of disability benefits and services. “She was signing and filling out forms endlessly for months on end with great frustration. When she was able to DocuSign contracts and forms, she simply stated, ‘I wish everybody did this.’ DocuSign has helped remove paper from Tri-Counties processes – along with the frustration that comes with having to track down a printer or fax machine, spend money on costly overnight fees, or drive around town to sign documents.

Tri-Counties is so impressed by the impact of DocuSign on their employees and clients that they have taken to advocating for expanded acceptance of eSignature at the local, state and federal level, the latter through House of Representatives member Lois Capps. Namnath plans to leverage DocuSign wherever possible within Tri-Counties to automate and streamline paper-based processes, and will continue to advocate across the State of California to expand use of DocuSign eSignature, particularly where it has such a positive impact on citizen welfare. For Namnath, “DocuSign changes lives – this is a much greater value for Tri-Counties and our communities than solely the return on financial investment.”

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DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world’s #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 475,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people’s lives.

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