



Docusign for healthcare

# Fast, compliant, and built around the patient.

## Why healthcare needs a better way

Every interaction in healthcare — from patient intake to clinical research — creates a trail of forms, approvals, and signatures. Too often, these steps still rely on paper, manual re-entry, and inefficient processes that:

- **Consume nearly 49% of a physician's workday in administrative tasks.**
- **Drive 30% of patients to leave before appointments and 20% to switch providers due to delays.**
- **Inflate costs, with US hospitals spending 25% of total expenditure on administration — more than double other developed nations.**

The cost is more than inefficiency: it frustrates patients, drains staff, and fuels burnout.

It's time for something better.

## Docusign IAM for healthcare

Docusign helps healthcare organizations transform agreements from an administrative burden into catalysts for better patient experiences, empowered staff, and improved operational efficiency.

With one intelligent, extensible platform, healthcare providers reduce administrative load and free staff to focus on what truly matters: care. On average, customers see:

- **29% reduction in staff time per agreement**
- **17% reduction in compliance incidents**
- **93% improvement in data quality**



## Three pillars of value

### Empower providers and staff

Streamlined agreement workflows reduce time spent on paperwork, easing burnout and speeding up hiring, credentialing, and onboarding.

### Transform patient experience

Patients complete forms and consents digitally, securely, and often on mobile, creating a faster, smoother journey from intake to follow-up.

### Drive operational efficiency

Agreement AI automates repetitive processes, eliminates errors, reduces paper by nearly 40%, and ensures compliance with HIPAA, FDA 21 CFR Part 11, and other requirements.

## Delivering impact across healthcare

- **Patient intake & consent**  
Guided e-forms delivered by email, SMS, or portal. Returning patients benefit from pre-filled data for faster check-in.
- **Staff hiring & onboarding**  
Digital contracts and credentialing accelerate provider readiness, cutting costly delays.
- **Clinical research**  
Trial documentation managed securely with full audit trails and compliance support.
- **Business & legal agreements**  
Automate BAAs, vendor contracts, and M&A documentation for speed and reliability.
- **New care models & accessibility**  
Enable bedside signing, e-visits, and digital workflows that extend access to underserved communities.





## The ripple effect

No more paperwork chaos. Staff have more time to focus on patients. Turnaround speeds up. Accuracy improves.

And behind it all is a future-ready agreement platform, powered by AI insights, automated approvals, and centralized data.

Because in healthcare, every minute counts. And with DocuSign, your processes move faster.

## Capabilities that make it possible

- **eSignature:**  
Securely send, sign, and track documents with a complete audit trail.
- **Healthcare fields:**  
Auto-populate patient data for repeat visits, getting them seen sooner.
- **Multi-channel delivery:**  
Engage signers via email, SMS, or WhatsApp.
- **Contract lifecycle management (CLM):**  
Automate contracts from creation through to execution.
- **IAM differentiators:**
  - AI purpose-built for agreements.
  - 900+ integrations, including major EHRs, ERP, and CRM systems.
  - Recognized by Newsweek as the #1 most trustworthy software company in the US
- **Web forms:**  
Simplify patient intake with interactive, customizable forms to capture patient data.
- **Maestro:**  
Route agreements automatically based on previously asked questions, ensuring a hassle-free experience for your patients and staff.



## Benefits at a Glance

Benefit	Impact
Efficiency	Automate intake, onboarding, and admin tasks, saving time and cost while seeing patients sooner.
Compliance & Security	Reduces risk with secure, regulation-ready workflows and audit trails.
Improved Patient Experience	Mobile, accessible forms and pre-filled data boost satisfaction and patient trust.
Better EHR Utilization	Seamless integration maximizes value from existing clinical systems.

## Trusted by the Industry

The top 25 healthcare companies in the Fortune 500 use DocuSign.

12 of the top 15 global medical device manufacturers rely on DocuSign.

#1 eSignature solution recognized by IDC for over a decade.

## Take the Next Step

Start with the process that causes the most frustration in your organization and see how DocuSign can transform it today.

