
Leading Healthcare Provider Hires Employees Faster and Easier thanks to DocuSign

A leading healthcare provider makes hundreds of hiring decisions every year. To serve its mission, it's critical to onboard positions across all parts of the organization – from employees to clinicians to physicians. Looking to improve the time consuming paper-based employment application process, the organization turned to DocuSign.

Meeting candidate expectations and serving patients faster

The healthcare provider's hiring process was paper-intensive. "Candidates would receive application documents and waivers in the mail or by fax, and would need to complete them manually," explained the organization's talent acquisition manager. "It was a huge challenge and really dragged out the process." Once complete, they had to fax applications back or scan and email them. The process presented "a barrier that was too high for some candidates. We lost some because the hurdle was just too big."

Meanwhile, other HR managers were having similar issues getting clinicians and physicians credentialed in a timely fashion. Every day of delay in the credentialing process equaled doctors who couldn't practice and patients who couldn't be seen.

Streamlining HR processes, department-wide

To streamline the application and credentialing processes, the organization implemented DocuSign eSignature and was up and running within days. With DocuSign there is no more mailing or overnighting application packages. Instead, applicants receive an email with a link to a secure DocuSign site where they can read, review, and sign application documents and agreements online – or from their mobile device.

Building on this success, the healthcare provider began using DocuSign to electronically credential new clinicians and physicians for hundreds of providers across dozens of clinics around the Southwest. It also uses DocuSign for internal HR processes such as grants management and authorizations. Building on their success, the provider is considering expanding their DocuSign solution to a much broader selection considering expanding to a much broader selection of HR forms such as requests for personnel and personnel action forms.

Results



Reduced the time to fill open positions by 3 to 5 business days, saving thousands per day



Reduced time to credential individual clinicians and physicians by more than 5 days



Reduced forms that contained errors from 20% to zero

“The hiring process presented ‘a barrier that was too high for some candidates. We lost some because of the hurdle.’”

Talent Acquisition Manager
Leading Healthcare Provider

An immediate reduction in hiring and credentialing time

By making the end-to-end process electronic, the organization has cut three to five days off the hiring process, while increasing applicant satisfaction. “Applicants don’t have to search for a fax or scanner, a hurdle which caused attrition,” explained the talent acquisition manager. “100% of our applications are now filled out and signed online, which completely eliminated errors such as missing fields or signatures.” No more time spent chasing candidates to resend documents because of manual errors.

For the credentialing process, the organization estimates that DocuSign has saved more than five days for each provider credentialed, which means they can practice faster, serve patients earlier, and protect a significant amount of billing fees. “Every day I don’t have a provider costs the agency thousands of dollars. I could be a salesperson for DocuSign because I love it so much.”

“The hiring paperwork process was long and cumbersome, and took days on end, but now it’s simple. DocuSign is so easy to use. Now candidates are turning documents around usually the same day.”

Talent Acquisition Manager
Leading Healthcare Provider

About DocuSign

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 500,000 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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