

HIPAA compliant e-signatures for optometry clinics: the case of Zionsville Eyecare

Client profile

[Zionsville Eyecare](#), Indiana. An optometry office with 30 employees using SignNow on a daily basis.

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My goal is to make sure we are running as efficiently as possible. We started using HelloSign the prior year. We were fine with the way it worked, but the lower costs of SignNow and the back-end HIPAA compliance were both extremely important to us. So in January 2017 we started using SignNow in the hopes of reducing our overall footprint and allow our patients to complete paperwork ahead of time with the goal of reducing their visiting time

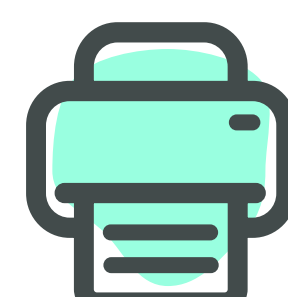
Alicia C.

IT/Project Manager

What were the key problems with office operations and document management before Zionsville Eyecare went paperless?



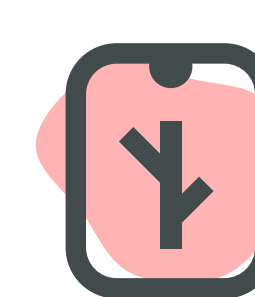
Too many of the same forms for every patient on each visit



Redundant labor hours spent on printing and scanning



HIPAA compliance for all medical records in the office



Excessive spending on paper

Results achieved with SignNow

1 “*In any doctor’s office, paperwork is always very redundant. Each patient has to sign at least 2-3 of the same forms at each visit. We’ve put most of these forms on the SignNow platform and now we have a hyperlink on our website for patients to complete forms before they actually come to the office!*”

This solution is equally beneficial for both sides: it reduces waiting times in the optometry clinic, ensure less queues and faster service in the office. It is also more convenient for patients who now can fill in all forms while at home or elsewhere.

2 “*We have eliminated 2 boxes of paper per year thus far! We have always been concerned about our overall footprint but at the doctor offices there is always the same papers that need to be signed. We have slowly implemented SignNow into a few different procedures at our office and are now trying to find more ways to use it.*”

As people tend to come for health checks at least once a year, keeping all their records online along with converting standard medical documents to SignNow templates is a really good idea! In such a way, the medical office not only saves several boxes of paper per year but also frees up space!

3 “*Using SignNow, we feel the savings mostly in the time aspect. Reduction in labor hours previously spent on printing and scanning multiple documents during and after the patients’ visits is enormous!*
Also, we simply LOVE the kiosk mode! It made our office life so much easier!”

If, for some reason, a patient did not fill in forms prior to their visit, the same forms can be filled in utilizing SignNow’s kiosk mode on an office tablet. The office doesn’t use a single page of paper, while the automatic guidance of kiosk mode makes sure patients do not miss any field while filling out a document.

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HIPAA compliance was a truly innovative legislation back in the 1990s. However, non-compliance is not an option but a must in today's modern medical world as both patients and regulators are keeping a close eye on it.

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We use SignNow everyday for patients to sign their HIPAA compliance sheets directly in our office. For this and other reasons, we would and we HAVE recommended SignNow to a couple of our partners also working in the medical field, and now they are using it the same way we are.