

# Rapidly and Safely Scale Vaccine Distribution with Digital Processes

The scale and urgency of the COVID-19 vaccine rollout has challenged public health departments to quickly enroll and onboard providers. Hospitals, elderly care facilities and clinics must rapidly develop processes to gain patient consent, verify eligibility and manage huge demand for vaccinations.

Relying on manual paperwork to address a project of this magnitude creates delays, redundancy and potentially a poor patient experience when speed is essential. Automating and digitizing these forms and workflows creates a better, faster and seamless patient experience for vaccine management while maintaining compliance with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and provincial healthcare data privacy acts (like Ontario's PHIDA), as well as HIPAA and PHI regulations.

## Increase efficiency by capturing patient consent electronically

Digitally obtain patient consent and acknowledgement of the emergency use authorization (EUA) vaccine fact sheet. Patients can complete forms remotely via email on a mobile phone, a simple guided online form, or in person on a tablet. Digital forms reduce physical contact and free up healthcare providers to focus on administering vaccines to more patients. Capturing consent electronically automatically creates a record of the acceptance that can be uploaded into the patient's medical record and the province's immunization information system (IIS).

## Accelerate provider onboarding

Digitally onboard your providers to administer vaccines by having them electronically sign applications that can then be automatically routed to the provincial or regional public health agency for approval.

## Digitize identity verification

Patients can quickly and easily verify their identity with a passport, driver's license or government-issued ID by simply uploading it from a computer or mobile device to create a photo of their document. By using digital technology to verify identity, health departments can comply with CDC guidelines and confirm patients' priority category before administration to prevent line skippers.

## Examples

### A State Vaccine Management System

launched a live solution in 2 weeks with DocuSign and Salesforce to power the state's provider enrollment process for COVID-19 vaccines.

### A county health department

is using Salesforce, DocuSign and NextGen EHR to capture COVID-19 vaccine consent forms into their EHR system.

### Hospice Savannah

set up electronic entry and documentation of the patient's informed consent using DocuSign. Patients submit necessary documents for COVID-19 vaccination using their cell phones or on a tablet device. Then the system transmits the vaccination documentation directly to the Department of Health<sup>1</sup>.



## Notes

<sup>1</sup> Hospice News. "Hospice Savannah Opens Mass Vaccination Site." Feb. 4, 2021. <https://hospicenews.com/2021/02/04/hospice-savannah-opens-mass-covid-vaccine-site/>

### Streamline immunization records requests

As more people are vaccinated, immunization records requests are likely to increase as proof of immunization is required for return to work or travel. Provide patients a simple way to request their immunization records electronically from the registry with online request forms and identity verification.

### Improve data privacy compliance processes

PIPEDA-compliant, secure electronic signatures create a faster patient experience and safer staff experience. Administer more vaccines instead of waiting to have patients fill out paperwork onsite. Create approved templates and automatically pull data from a CRM or other system of record to generate patient forms. Each DocuSign eSignature transaction includes a fully traceable, tamper-proof audit trail and exportable Certificate of Completion.

## The DocuSign Agreement Cloud

The DocuSign Agreement Cloud enables public health departments, hospitals clinics and Points of Distribution (PODs) to speed up and scale up the vaccine administration process by automating forms and workflows around onboarding providers, digitizing patient consents and streamlining immunization record requests.

### eSignature

Securely send and sign patient forms and provider paperwork in-person, offline or digitally and maintain a complete audit trail. DocuSign also has accessibility features built into the application that conform to standards such as WCAG 2.0.

### Powerforms

Generate on-demand, self-service online forms for signature in a secure and user-friendly experience.

### Identify

DocuSign ID Verification is fully integrated with DocuSign eSignature, enabling staff to securely verify government-issued IDs.

### Services

It's easy to get started with implementation services, help from DocuSign University live and its 24/7 support—plus assistance from systems integrators including Accenture.

### Integrations

Easily embed DocuSign into your existing tools with 350+ pre-built integrations, including Salesforce Vaccine Cloud, Microsoft and Google.

To learn more, [contact us](#).

#### 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 750,000 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.

## Use cases

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Patient intake and consents  
Immunization records requests  
Seasonal flu vaccination administration  
Physician credentialing  
Provider and POD applications

## Results

### #1 Ranking

for e-signature apps on Salesforce AppExchange

### 82%

of agreements completed in one day

### 50%

completed in 15 minutes or less

  
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