



d-Request: Disability/FMLA Forms Management in a Time of Crisis

Bryan, Texas, September 10, 2021 - During Hurricane Ida and the subsequent recovery efforts in the Northeast, Rothman Orthopaedic Institute was able to provide uninterrupted service to their patients in Pennsylvania, New Jersey, and New York who urgently needed their Disability & FMLA Forms processed.

Using what was described as a “digital lifeline” during this catastrophic event, Rothman patients used the [d-Request platform](#) from e-Request LLC to submit their Disability & FMLA Forms securely online—from anywhere, at anytime, utilizing whatever web browser and digital device were available to them. They simply clicked the forms link on Rothman’s home page to begin.

Then, Rothman's disability team members and clinical staff processed the forms, remotely or in-office, and made those completed forms available for the patients through secure, seamless electronic delivery. Both patients and Rothman staff delivered the urgently needed forms to insurance companies and employers as well.

d-Request is the *only* platform of its kind in the healthcare industry for remote capture, advanced workflow fulfillment, and digital dissemination of Disability & FMLA Forms.

Healthcare providers can either opt for their own staff to use the d-Request platform for in-house forms processing or they can opt to use eRequest LLC’s Disability & FMLA Forms outsourcing service. The outsourcing service removes the need for the provider to act as the forms collection point, since patients can use any digital device to submit their forms directly to our virtual processing hub for completion by highly skilled and experienced staff.

Making patients feel valued by their provider is key to building a lasting connection with them and is best accomplished through multiple patient touchpoints. While the exam room remains a major touchpoint, d-Request offers a new and significant patient satisfaction opportunity: convenient, timely Disability & FMLA Forms processing.

Even in the best of times, orthopaedic patients experience significant stress and a tremendous sense of urgency regarding the completion and delivery of their Disability & FMLA Forms, as it impacts their quality of life, their livelihood, and the well-being of their families. Their sense of urgency is only compounded during natural disasters like IDA and our COVID-19 crisis, as lives are turned upside down. You can be there for your patients. However, impacting your patients positively depends upon having a reliable, convenient, and timely means of processing Disability & FMLA forms. You can now offer your patients a 24x7 electronic storefront to optimize online Disability & FMLA Form submission, processing, and delivery each and every day, even in a time of crisis.