

## Building the Digital Bridge to their Patient Community

Several years ago, The W. B. Carrell Memorial Clinic (Carrell Clinic) in Dallas, TX, embraced a new element to enhance patient satisfaction and simultaneously increase back-office operational efficiency. Rick Weymier, CAO and senior staff members Julie Fagan and Liz Acosta created a two-way digital bridge between Carrell Clinic and their patient community to enable their patients to (1) order medical records online, (2) submit Disability/FMLA Forms online, and (3) access completed records and forms online through a secure site. Patients have benefited tremendously by being able to submit their requests from any digital device of their choice (phone, tablet, laptop, or desktop) using any internet browser.

Patients began crossing the Carrell Clinic digital bridge immediately, ordering medical records and submitting Disability/FMLA Forms all day every day at their convenience. Over 90% of their patients now order and access medical records via the web, with 60% of the activity taking place after office hours and on weekends and holidays. Likewise, the all-day, everyday convenience of the Disability/FMLA Forms process is vital to patients who possess an extraordinary sense of urgency to meet an insurance company or employer submission deadline to replace lost income or ensure the security of a job. Now patients can significantly decrease the time it takes to get their form to the clinic by simply uploading their form online. They also appreciate receiving automatic email/text updates on the status of their form completion. This real-time notification system has dramatically decreased time spent by clinic staff on both inbound and outbound patient phone calls.

As a forward-thinking and innovative healthcare organization, Carrell Clinic continues to reap the benefits of two strategic solutions: **e-Request** for medical records requests and **d-Request** for Disability/FMLA Forms requests. Carrell Clinic has embraced and leveraged the existing consumer capabilities of its patient community to increase patient satisfaction and operational efficiency. By informing patients of these conveniences via their website and flyers in the clinic waiting areas, the clinic has sent a strong message to its patients that it runs a strong, efficient organization and cares about improving all facets of its patients' healthcare experience.



Patients order Medical Records and upload Disability Forms using any Digital Device.

### **CARRELL CLINIC WEBSITE BENEFIT STATEMENTS TO PATIENTS:**

#### **Requesting Patient Medical Records**

##### **To Our Patients:**

- Order your medical records at your convenience from your computer or mobile device.
- Written medical records will be available securely online.
- Click "continue" below to read about your request options.

To order your written records, imaging, or both, please click [continue](#)

#### **Want to get your Disability Forms completed faster?**

Completing the [online form](#) and submitting your disability forms online will greatly speed up the process of getting your forms returned to you. There is no need to drive up to the clinic when you can simply upload your form and submit it for processing.