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Provider & Patient Solutions

d-Request: The New Standard for FMLA/Disability Forms Intake & Processing Implemented at Rothman Orthopaedic Institute

Bryan, Texas, June 2, 2021 - Making bold innovation look easy, the largest orthopaedic institute in the US has implemented an enterprise-wide initiative to offer its patients the only fully digital intake system for FMLA and Disability forms available in the industry. Operating in a 4-state area with over 45 office locations and 200+ physicians, **Rothman Orthopaedic Institute** recognizes their patients as a digitally capable consumer community that is able to embrace the benefits of this new system.

Partnering with eRequest LLC, Rothman now enables their patients to electronically submit FMLA/Disability forms through the d-Request platform 24 hours a day, 7 days a week. From a simple link on the institute's website, patients upload, pay for, and access their FMLA/Disability forms at their convenience using the digital device of their choice. Patients no longer need to mail, fax, or drop off forms at a clinic during office hours. Over 1,500 forms are being submitted and processed digitally each month.

<u>Rothman Orthopaedic Institute's target benefits were summarized by their Director of Business Services:</u>
The benefits of d-Request are multifactorial, from offloading our clinical support staff and front desk staff who are already so busy to providing patients with the ability to track and control their forms, which are so important when undergoing medical/surgical treatment. We want our patients to know we are getting their paperwork done timely and insuring they will receive their benefits while they are out of work. Completed forms are pushed to the correct patient chart in our EMR within five minutes of the form being completed in the new d-Request system. The benefits are patient satisfaction, staff relief, and ultimately increased financial revenue to the practice.

Rothman also has taken advantage of d-Request's advanced browser-based form editor to remove traditional time and location constraints as well as confidentiality concerns. Staff can use the editing tool to fill out and digitally sign forms inside d-Request, thus eliminating dependence on paper copies and associated print-and-scan tasks.

The customized d-Request dashboard allows disability and clinical staff members to focus on only those physicians for whom they process forms. At a glance, they can easily see all pending FMLA/Disability forms, along with each form's workflow processing status. Forms that need to be expedited are easily identified for priority processing.

The onboard ability to send one-way messages to patients via text and/or email has reduced inbound and outbound phone activity by 95%. When staff have questions, need to provide instructions, or require additional documents, contacting the patient no longer involves phone tag, multiple voicemails, and unnecessary time.

In addition, Rothman's patients are now enjoying automatic form status alerts. Patients are notified when their form has been received, completed, and sent via mail or fax to a third party (such as an insurance company or employer) or is ready for pick-up. All patients have the ability to download their completed form online for personal retention and sharing whenever needed. The d-Request system shows that many of the institute's patients are downloading their form online within mere minutes of being notified that it is ready and significantly fewer patients are asking for extra delivery methods such as faxing, mailing, or pick-up.

A comprehensive report library captures every metric in the forms workflow environment, including the following:

- Forms turnaround performance by individual staff member
- Processing activity breakout by form type
- Processing activity breakout by physician
- Completed forms detail and summary
- Pending forms detail and aging
- Monthly and yearly forms processing activity summary
- Summarized and detailed payment activities by payment type
- Digital device type, browser type, and operating system utilized by patients for form submission and access

Rothman is pleased with the cost-effectiveness of d-Request. The platform is priced by the number of forms submitted, not by the number of users or seats. This pricing structure removes any restrictions on the number of staff members that can interact with the platform to fulfill forms or monitor forms activity, making d-Request easy to implement as an enterprise-wide digital FMLA/Disability forms solution.