

RHA Health Services Puts Focus on Patients Instead of Paperwork with eSignatures



The Client

Founded in 1991, **RHA Health Services** is a multi-state company providing a comprehensive network of support services for people with intellectual, physical and developmental disabilities and those with behavioral health needs or substance use challenges.



The Situation

RHA Health Services relied primarily on a paper-based system to capture medical information and signatures when physicians and staff traveled to deliver patient care on-site. While the system was meeting their needs, it was inefficient, time-consuming and costly.

The Opportunity

In order to modernize their document approval process, RHA Health Services made the decision to implement a paperless system to capture signatures and import them directly to their EMR system.

The Decision

As the process of finding an eSignature solution began, RHA Health Services tested several electronic signature pads from a variety of manufacturers. After testing, a team of decision makers from the IT development team selected the ST1551 from Scriptel.

The choice was based on several factors including:

- **Citrix compatibility that allowed for rapid deployment**
- **EasyScript interface provided seamless integration with web-based EMR software**
- **Price point offering approximately 30% savings vs. competitors**
- **Overall product aesthetics—lightweight and easy to transport**
- **Modern interface using strictly USB end-to-end**



“The Scriptel signature pads were easy to deploy, simple for our physicians and staff to use and a cost-effective way for us to go paperless. I would definitely recommend Scriptel to others.”

—Chaitanya Kancharana (CK)

The Results



Increased Efficiency

Eliminating the error-prone and expensive print-sign-scan process reduced the time spent managing paper resulting in more time to focus on patient care.



Improved Security and Compliance

Adding signatures directly into EMR system, helps protect patient privacy and ensured signatures are captured accurately.



Higher Satisfaction

Providing a faster, more convenient way to sign documents boosted physician, staff and patient satisfaction.

Overall, RHA Health Services has been very happy with their decision to purchase Scriptel electronic signature pads and plan to purchase more for deployment across all locations.



Our Corporate Website:
<https://scriptel.com>

eCommerce Store:
<https://scriptel.com/shop>

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