

Suncoast Healthcare Simplifies Patient Intake Forms with Docubee

Suncoast Healthcare is a speech and language therapy center serving patients in the greater Odessa, Florida area. Specializing in healthcare feeding, language, and articulation therapy, the organization works to help patients struggling with a variety of feeding, articulation, and language-based disorders.

Overview

From its inception, Owner of Suncoast Healthcare, Deanna Lamb, wanted to give her patients the best experience possible when it came to filling out paperwork. In the past, Deanna worked for a number of practices that relied on outdated paper methods, or tools like DocuSign and JotForm that seemed to over-complicate the process. Deanna wanted a tool that was easy to use but could also give the right impression.



Challenges

Each new patient that Suncoast Healthcare onboards are required to fill out 7 forms, including medical history and consent forms. Being able to collect these onboarding packets digitally was also important from an efficiency perspective, as her practice operates remote. **"I was looking for a program where I could put everything into one cohesive package and be able to just send it to the families and have them do it electronically,"** recalled Deanna.

In addition to making things easier for patients filling out paperwork, she also needed a way to take the hassle out of processing the paperwork off of her own plate. All paperwork collected needed to be able to be downloaded as a PDF for Deanna to upload into her EMR system and accessible digitally for reference at in-person appointments.



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Results

Suncoast Healthcare implemented Docubee as part of their launch and has been enjoying the efficiency it brought to their client intake process. "After that one initial set-up, everything is how I want it," stated Deanna. "It's so quick and easy to send documents off. I feel like really anyone can use it." All Deanna has to do is send a link to patients, and Docubee takes care of the routing and notifications from there. This process has shortened turnaround times and made it possible for services to get started sooner.

Having a digital, HIPAA-compliant and mobile-friendly solution for paperwork has also been a big plus for patients. "It's gotten some really good feedback because I think a lot of other companies are still doing it the old way," recalled Deanna. "I had one patient ask if they have to print out their packet and email it to me. And I was able to say, 'Nope. Just click on the link to fill out the paperwork and it's good to go.'"

Deanna also needed to be able to print web forms to PDF to add to her EMR system, which wasn't initially a feature Docubee had. After sending her suggestion to the Customer Success team, the feature was added to give her the complete functionality her practice needed. Docubee also allowed Deanna to take her digital paperwork on the go for in-person appointments and allows her and the patients to access documents on their mobile devices for quick reference.

As Suncoast Healthcare continues to grow, Docubee will be there with them every step of the way. In addition to onboarding packets, Suncoast Healthcare uses Docubee for customer credit card authorizations and plans to implement the tool into additional processes as new paperwork needs come up.

"After that one initial set-up, everything is how I want it, and it's so quick and easy to send it off."

- **Deanna Lamb**, Owner of Suncoast Healthcare



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About Suncoast Healthcare

Suncoast Healthcare is a Florida-based occupational therapy center. Suncoast Healthcare offers services including feeding therapy, language therapy, and articulation therapy. Through assessment, intervention practices, and the building of healthy and attainable goals for patients, their goal is to support and enable patients to participate in meaningful activities. For more information, visit suncoasthealthcaretherapy.com.

About Docubee

Docubee, an Accusoft brand, is an intelligent contract automation platform that lets businesses create, manage, sign, and track digital contracts in one secure platform. Docubee powers contracts by enabling users to gather vital customer data, create contracts using tools like generative AI or pre-built templates, and connect pieces of the process with dynamic workflows. Users can integrate Docubee with their existing site or platform via the API or connect to thousands of apps and CRMs using native and webhook-powered integrations. For more information, visit docubee.com

