

How Investigations Law Group Took Over Health Tracking for Clients Using OnTask

CASE STUDY

Overview

During the first year of the COVID-19 pandemic, many organizations quickly discovered that they needed assistance developing health guidelines and protocols. Since ILG already provided strategic and operational HR support to several of their clients, the firm became a go-to source for questions regarding COVID-19 policies. That advisory role underwent a transition after the federal government announced plans for vaccination mandates. In addition to writing policies and procedures to help comply with vaccine requirements, a few ILG clients asked the firm to implement and manage a health tracking regime on their behalf.

Challenges

Taking over vaccination tracking for clients with thousands of employees essentially meant managing large quantities of health information in a secure, efficient and organized manner, without violating HIPAA requirements. All of that tracking had to be handled on ILG's side, completely outside the client's HR and IT systems. It immediately became clear that the process wasn't something that could be handled manually using spreadsheets and email, which meant ILG needed to find a new software solution that could handle such high volumes of requests.

"We had nothing workable in place," recalls Jennifer Volmer, a Senior Partner at ILG. "I did not want my inbox flooded with people's vaccination cards and accommodation requests. That sounded overwhelming."

Since 1995, Investigations Law Group (ILG) has provided strategic and crisis response services to clients in the private sector, government, and education.



In addition to being the regional leader in conducting workplace investigations for 25 years, the firm has expanded over the years to deliver a variety of strategic HR services, including workplace culture analysis, compliance training, and policy creation. Based in Denver, Colorado, ILG is dedicated to improving organizational cultures to allow people to do their very best work and learning.



I loved how easy it was and how clean it looked. It captured everything we needed it to capture, was simple to implement, and could meet all of our needs.



— Jennifer Volmer,
Senior Partner at ILG

Challenges (Continued)

Volmer knew they needed to find a solution that was simple for individual use and allowed people to submit their own health information directly. It also needed to be web-based and mobile-friendly, without any downloaded components or complicated integrations. After conducting some research online, Volmer read an article about OnTask's Health Tracker and after a short demo, knew she'd found her solution.

"I loved how easy it was and how clean it looked," she said. "It captured everything we needed it to capture, was simple to implement, and could meet all of our needs."

Results

After making the decision to go with OnTask, Volmer got to work implementing the new process for health tracking. She started by taking existing workflow templates and tweaking them to fit the needs of ILG's clients. Once those were in place, clients provided ILG with lists of employees to send out links to, which would take them to a branded portal where they could provide their vaccination status.

Whenever Volmer encountered a roadblock during implementation, she was able to turn to the OnTask support team to get the issue resolved quickly. "They were there every step of the way," she said. "They were awesome. I don't know how I would have gotten through it without them. I would have thousands of vaccination cards stacked on my desk if I didn't have this in place."

Having quality support available at a moment's notice proved especially valuable as client vaccination deadlines approached. "In our business, everyone that calls has a house on fire," Volmer said, noting that their clients often don't have time to wait for technical issues to be resolved due to inflexible legal and regulatory requirements.

She recalled one particularly tense situation where she needed immediate assistance after work hours to address an issue with uploading client data: "I had a thousand people to upload into the system and was having a technical issue. OnTask support helped me fix the glitch in the workflow and we were able to reupload everything. It all turned out fine, but I don't know what I would have done if they hadn't been available to me at what was about 7pm East Coast time on a Friday night."

For ILG's clients, the new health tracking solution has been a huge source of relief. The arrangement is exactly what clients were looking for when they asked ILG to oversee their vaccination tracking. Volmer has had nothing but positive feedback so far: "Clients are so grateful that we're doing it and they don't have to touch it."

As the COVID-19 situation continues to evolve, the team at ILG is already thinking ahead to how OnTask can help them manage tracking for vaccine booster shots and regular test results for people with accommodations. They've already set up workflows in anticipation of meeting those requirements and are well-positioned now to scale their health tracking capabilities for additional clients.

Results (Continued)

Volmer sees a bright future for those specialized services. "I've been able to tell clients and employers that we have a system and a tool in place that helps them navigate their COVID needs," she said. "Whether it's writing the policies or managing vaccinations, we can help with that." As the COVID-19 situation continues to evolve, the team at ILG is already thinking ahead to how OnTask can help them manage tracking for vaccine booster shots and regular test results for people with accommodations. They've already set up workflows in anticipation of meeting those requirements and are well-positioned now to scale their health tracking capabilities for additional clients.

“

"OnTask has some brilliant workflows that are already set up as templates."

"I got a demo and thought 'Wow, I can do this. This looks easy enough.'"

”

— Jennifer Volmer, Senior Partner at ILG

About OnTask

OnTask is a workflow automation solution that can be used to create, collect, track, and verify digital documents and forms. Entirely web-based with a mobile-friendly interface and eSignature support, OnTask allows anyone to upload files and records for authorization without any complicated registration or downloads. OnTask's Health Tracking solution also makes it easy to track all associated COVID-19 paperwork, including vaccination records, test results, and more to keep organizations in compliance with changing mandates. For more information, visit ontask.io.

About Investigations Law Group

Investigations Law Group (ILG) specializes in providing impartial workplace investigations and strategic HR services to private sector, business, and educational clients geared toward building the workplace and college communities of the future. Since 1995, ILG has provided sophisticated response solutions to conflict and crisis mediation, and worked to build intentional cultures where people do their best work and learning every day. For more information, visit ilgdenver.com.