

Suncoast Pediatric Therapy Simplifies Patient Intake Forms with OnTask

CASE STUDY

Challenges

From its inception, Owner of Suncoast Pediatric Therapy, 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 In the past, Deanna worked for a number of practices that relied on outdated paper methods, or tools like DocuSign and JotForm that seemed to over-complicate the process.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. The parents of each new patient that Suncoast Pediatric Therapy 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 parents 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.



Overview

Suncoast Pediatric Therapy is a speech and language therapy center serving patients in the greater Odessa, Florida area from birth to the age of 18. Specializing in pediatric feeding, language, and articulation therapy; the organization works to help patients struggling with a variety of feeding, articulation, and language-based disorders.



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— Deanna Lamb, Owner of Suncoast Pediatric Therapy

Results

Suncoast Pediatric Therapy implemented OnTask 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 parents, and OnTask 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 parents. “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 parent 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 OnTask had. After sending her suggestion to the Customer Success team, the feature was added to give her the complete functionality her practice needed. OnTask also allowed Deanna to take her digital paperwork on the go for in-person appointments and allows her and the parents of patients to access documents on their mobile devices for quick reference.

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

About Suncoast Pediatric Therapy

Suncoast Pediatric Therapy is a Florida-based occupational therapy center serving infants and children ages 18 and younger. Suncoast Pediatric Therapy’s services include pediatric feeding therapy, language therapy, and articulation therapy. Through assessment, intervention practices, and the building of healthy and attainable goals for children, their goal is to support and enable patients to participate in meaningful activities. For more information, visit suncoastpediatrictherapy.com.

About OnTask

OnTask by Accusoft is a web-based, no-code workflow automation platform that allows organizations to replace their tedious, error-prone manual processes with digital forms and documents. Originally created to help streamline Accusoft’s internal sales process, OnTask has evolved into a feature-rich platform that creates smooth digital experiences. Choose from a library of pre-built templates or build a customized workflow to gather information from digital forms, create documents, route data to the appropriate destination, and verify with eSignature all within one automated, easy-to-use platform. Developers can also integrate workflow functionality into their applications with the OnTask API. For more information, visit ontask.io.