

Computime Case Study: Post Falls Family Dental

Customer:

Post Falls Family Dental, an average-sized dental practice with two full-time doctors, twelve staff members, and roughly 4,000 patients in northern Idaho

Challenge:

Three years after adopting a chartless practice management system, Post Falls Family Dental grew weary of the inefficient and impractical process of pulling hard-copy files whenever signatures were required on documents. While the chartless system had established a framework for managing electronic records, the legal requirement for handwritten signatures on a select group of documents prevented the practice from maximizing its benefits.

Solution:

Post Falls Family Dental consulted its software provider to find a way to complete the paperless transition. The vendor, a longtime Computime channel partner and Topaz Systems electronic signature capture integrator, recommended Topaz SignatureGem™ LCD 1x5 tablets for capturing electronic handwritten signatures on computer-based documents. Beyond this essential eSign functionality, the SignatureGem LCD 1x5 pads boast numerous features to meet the needs of the typical dental practice:

- **Backlit LCD** – Clearly display text to the signer, show signature under pen tip as they sign
- **Tempered Glass Signing Surface** – Support daily use, high-volume signature capture
- **Rugged construction** - Easily shared among multiple workstations and withstand frequent handling
- **Compact Design** – Small desktop footprint conserves valuable workplace
- **HID-USB, Serial, or Virtual-Serial USB Connectivity** – Compatible with wide range of operating environments, including Citrix, Terminal Server, and desktop, laptop or tablet PCs

Adding the Topaz pads to Post Falls Family Dental's existing system was fast and easy, as the software provider had already integrated Topaz functionality into their solution using Topaz's SigPlus® Pro software development kit. This saved the cost, time, and headache associated with custom development in an organization with limited IT staff and resources.

Results:

Since implementing Topaz pads, Post Falls Family Dental has maximized its chartless system and become a fully paperless practice. Signing informed consents, HIPAA forms, medical histories, and treatment plan documents electronically has allowed Post Falls Family Dental to save countless dollars on overhead printing and equipment costs. Staff time once spent chasing paper is now allocated toward more productive activities, improving the practice's level of service and creating a more positive patient experience.

The doctors of Post Falls Family Dental could not be happier with the improvements Topaz Systems electronic signature capture products have brought to their practice. Dr. Erin Elliott has even recommended the pads to her father, who is also a dentist. He has taken the first step toward eSignature implementation by reaching out to Computime, authorized fulfillment partner for Topaz Systems, and looks forward to creating his own Topaz success story in the near future.

About Topaz Systems

Topaz Systems is a leading developer and manufacturer of electronic signature software and hardware, and has been based in Simi Valley, California since 1995. Topaz provides all the hardware, software, intellectual property, and expertise to enable paperless document creation, signing, and authentication of electronic forms with digital handwritten signatures. Topaz is the recipient of multiple industry awards including six-time consecutive wins of the Deloitte Technology Fast 50 award for outstanding growth, Deloitte technology Fast 500 honors, INC 500, and INC 5000 recognition. www.topazsystems.com

About Computime

Headquartered in St. Louis, MO, Computime has become a trusted source for Topaz Systems electronic signature capture devices by providing appropriate, cost-effective eSignature products for an ever-expanding customer base of Financial Institutions, Government Agencies, Insurance and Healthcare Providers, and the Point of Sale, Point of Delivery, Automotive, and Photo ID/Security industries. For more information on Computime's services and industry-proven reputation for quality service and customer focus, visit www.computimeonline.com