

FJD Associates Streamlines Processes with naturalForms

CASE STUDY



naturalForms
Smart Forms for Smart Business
www.naturalForms.com

FJD Associates (FJDA) has provided best in class solutions to automate the capture and management of documentation and data minimizing user intervention and exponentially providing value, increasing the customer experience since 2010.

FJDA is committed to helping businesses streamline processes, eliminate paper, and deliver supreme document management using naturalForms for all business documents, particularly for field service employees.

“Our clients have eliminated use of paper forms for; HR and Client onboarding, Nurse Assessments, Caregiver daily paperwork and Inservice Education.”

*—Fred Dunwoody
CEO, FJD Associates Inc.*

1,500+

forms processed daily

80%

Improved Quality Assurance

98%

paper eliminated

CHALLENGES

The Home Health Care industry FJDA. serves processes hundreds of forms in various states, using multiple workflows, processes, and applications that often don't speak to each other, creating the following problems:

- **Inaccurate and Incomplete Forms.** Handwritten documents were often hard to read creating time consuming Quality Assurance reviews and corrections
- **Collection of multiple paper forms and documents.** Staff spends significant time completing paperwork leaving less face to face patient time
- **Duplicated work.** Staff required to repeat information within and between documents and packets also leaving less patient face to face quality time
- **Delayed return of paperwork.** Staff must deliver paperwork to office either reporting back to office at end of day, or, often holding documents for days before delivery leading to longer invoicing/billing timelines

SOLUTION

In this Spotlight Case Study, the naturalForms was the perfect solution to improve accuracy, efficiency, and streamline overall business processes. naturalForms digital solution has resolved the challenges;

1. Eliminated printing and paper waste within the company
2. Sped up processing of all documents internal and customer facing
3. Improved workflow efficiency with instant document processing
4. Using built-in logic/rules eliminated over 90% of the errors and omissions
5. Improved the Client/Employee experience
6. Decreased administrative intervention

RESULTS

Using to naturalForms, FJDA has vastly improved the workflow process for its customers. Eliminating paper use, their customers were able to get away from the computer, and back in front of their patients.

Some of the other benefits FJDA customers experienced since their switch to naturalForms digital solutions include:

1. **Elimination of paper** throughout the whole enterprise.
2. **Operational efficiency** increased across multiple workflows and processes.
3. **Improved Cash Flow.** Reduction of cycle from 1-2 weeks to 1 day.
4. **Improved Compliance.** Fewer issues, errors and omissions help meet various compliance standards.
5. **Improved profits**, from lower operating costs, and increased revenue.

