

How Cottage Health uses the Record Request Wizard to improve patient access to health information

Creating a better experience for patients and staff

Prior to implementing the the Record Request Wizard, patients at Cottage Health were required to fill out request forms manually and submit them by printing and scanning or walking in in-person. After Cottage Health implemented the Request Wizard, patients were able to submit photo ID-enabled requests online, leading to greater access and improved satisfaction.

Cottage Health

Nonprofit healthcare system founded in 1888.

Staff: 3,500

Hospitals: 5

Specialty Care Clinics: 21

97%

photo ID submission

27%

requested via smartphone

98%

of requestors say the Wizard is
"easy to use"

SERVING A SPANISH-SPEAKING POPULATION

To better serve Cottage Health patients, Swellbox also implemented a Spanish Wizard.

What patients are saying:

"So much easier than the paper forms. Especially the file upload and the ability to take a picture of my driver's license."

"Muy buen herramienta!" (Very good tool!)

Improving remote care

Following California's shelter-in-place order, Cottage health patients were able to submit record requests with photo ID from home. For the 20% of Americans who depend on their smartphone for internet access, a mobile-friendly solution represents a substantial improvement in access.

Easy implementation

Swellbox customized the Wizard to mimic Cottage Health's record requests form, which can be accessed from their website. No fulfillment workflow changes were necessary.

Improving privacy and patient authentication

Cottage Health requestors are able to submit a photo ID and verified phone number directly through the Request Wizard, simplifying patient authentication for patients and staff.

"Integrating the product into our current workflow was very simple. We were live within a couple of days after contracting was complete. The ability to provide our customers with an electronic method for requesting their information improved the customer experience. Even though we continue to be closed to the public [due to COVID-19], we have had very few frustrated customers while receiving many positive comments."

— Debra Collingwood, RHIT, CCS, Director of HIM