

# How DCH Health System uses Request Wizard to digitize record request forms with photo ID capture

## Creating a better experience for patients and HIM professionals

Prior to implementing the the Record Request Wizard, the majority of patients at DCH Health System filled out requests manually, and would frequently call or stop by in person. The result was unnecessary confusion and wasted time for both patients and HIM staff. After DCH implemented Swellbox's Request Wizard, time spent handling requests decreased significantly, while patient satisfaction improved dramatically.



Location: **Tuscaloosa, AL**

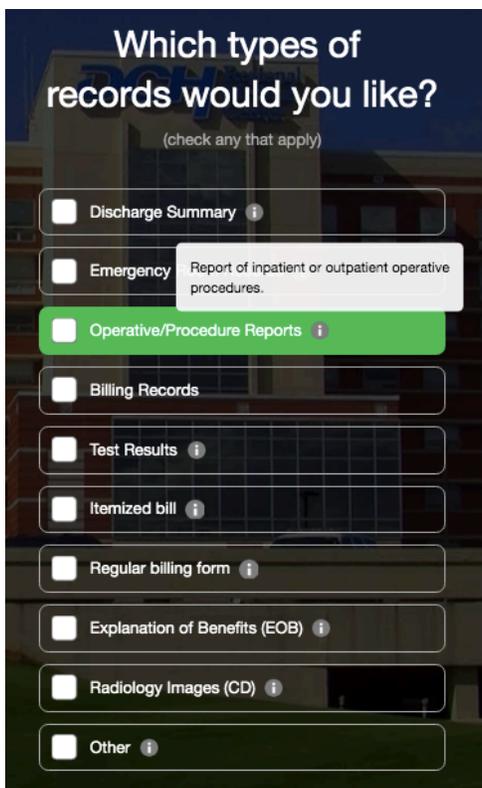
Founded: **1916**

Employees: **3,500**

Facilities: **5**

## Full customization, easy implementation

Swellbox customized its Request Wizard to match DCH's current records request form, and presented this prototype for feedback. After several short feedback sessions, DCH implemented the Wizard as a button on its website under the "Contact Us" section, in order to intercept patients looking to call the HIM department to request records. Swellbox continued to provide hosting and maintenance services after go-live, including all product updates and further customization.



## Confusion meets its match: step-by-step instructions & medical term definitions

Patients who fill out PDF request forms often make mistakes, leading to costly follow-up calls. DCH's Request Wizard guides patients through the process of filling out DCH's form, and provides definitions for medical terms that confuse patients.

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*"This has been a win-win project for us. It's much more convenient for our patients, who can now request their records from the comfort of their own home, and more efficient for our ROI team because all the necessary information is present."*

- Shelley Hurst, RHIA, CCS, CRCR

Administrative Director, Health Information Management

## The result for DCH: easy requests, happy patients

# 96%

of requestors found  
the Wizard “easy to use”

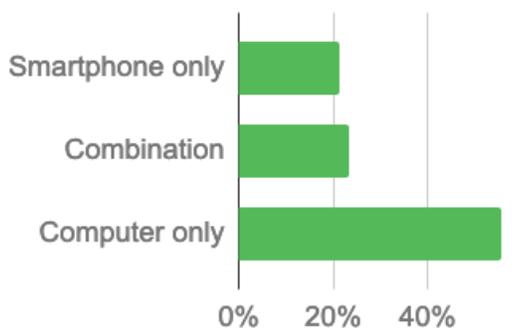
# 200+

requests submitted through the  
Wizard (as of May 2019)

# 80%

of patients request to have  
their records emailed

44% of wizard requests are finished on a smartphone.



### Mobile friendly = Patient friendly

Printing and faxing request forms can be big hurdles for many people. According to a 2018 Pew Research study, 22% of U.S. adults who earn under \$50k/year are dependent on a smartphone for internet access. At DCH, patients no longer need to access a computer, fax machine, or printer to request their records.

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### Are patients saying this about your records request form?

*“This was great! I’m currently trying to get copies of medical records for myself and this was by far the easiest to use. This should be implemented everywhere!”*

*“Thank you DCH, this method to request records is amazing, and all hospitals should add this method.”*

*“This makes obtaining necessary documents very easy from the comfort of your own home! Wow!! Way to go !!”*

*“I love this tool, have used it more than once. It is SO convenient. Incredible, really.”*

*“This was so easy. Love this system.”*