



Signature Pad Implementation

Substance Abuse Prevention and Control
County of Los Angeles Department of Public Health

All Treatment Provider Meeting: January 29, 2019

OUTLINE

- **Signature Pads**
 - Terminology
 - Overview (Who, What, When, Where, Why)
 - Implementation Considerations
- **Software Upgrades**
 - Windows 10?
- **How Providers Should Be Preparing**



Signature Pads – TERMINOLOGY

- Terminology
 - **Digital Signatures** – Digital signatures created on the unique ID of provider Sage users when they finalize draft documents
 - **Electronic Signatures** – Signatures physically signed on electronic signature pads
 - **Wet Signatures** – Signatures physically signed on paper



Signature Pads – OVERVIEW

- WHO

- **Patients** are required to sign certain documents (e.g., Treatment Plans, Release of Information, Patient Handbook Summary).
 - To meet the patient signature requirement, patients need to either sign via an electronic signature pad (“**electronic signature**”) or on the document itself (“**wet signature**”).
- **Providers** are required to sign certain documents (e.g., Treatment Plans, ASAM Assessments, etc.).
 - “**Digital signatures**” satisfy this provider signature requirement, and are created every time a provider finalizes draft documents.
- NOTE: This signature pad discussion pertains to Primary Sage Users who don’t already have signature pads. Secondary Sage Users will need to use signature pads that pertain to their hardware and EHRs.

Signature Pads – OVERVIEW (cont'd)

- **WHAT**

- Signature pads are devices that allow for “**electronic signatures**,” similar to the signature pads you use after using your credit card to purchase things at stores.

- Once implemented, signatures pads will be used by:

- **Patients**

- » Treatment Plans

- **Providers**

- » N/A – because providers already have “**digital signatures**” that satisfy their signature requirements

Signature Pads – OVERVIEW (cont'd)

- **WHEN**

- Patients and providers need to sign documents according to timelines indicated in **Provider Manual 4.0**:
 - Table 4. SAPC Access and Service Delivery Standards in the Provider Manual (pg. #36)
 - Table 19. Treatment Plan Minimum Requirements (pg. #169)
- SAPC plans on implementing signature pads in **Spring 2019**, which is why SAPC and providers need to be prepare for this new process now.

- **WHERE**

- Signature pads will be used **at provider sites**.
 - Signature pads are often located in each room where a computer is used with patients and anywhere patients need to sign documents, including in clerical settings.

Signature Pads – OVERVIEW (cont'd)

- WHY

- Implementing signature pads makes things easier for providers by reducing, but not completely eliminating, the need to upload documents into Sage.
 - The following documents still need to be physically signed by patients through wet signatures and uploaded into Sage because they reside outside of Sage:
 - **Release of Information Forms**
 - » This is a 2 step process: 1) Patient signs physical Release of Information Form with wet signature; then 2) Provider enters patient selection (either Option 1 [ALL providers within SAPC network] or Option 2 [SELECT providers within SAPC network] into the “Client Consent Form” within Sage
 - **Patient Handbook Summary**
 - However, signature pads eliminate the need to upload Treatment Plans with patient signatures, as patients can sign electronically with the signature pads.

Signature Pads – IMPLEMENTATION CONSIDERATIONS

- **Process of Obtaining Signature Pads**
 - Providers MUST use funds from SAPC’s Capacity Building Initiative to pay for their signature pads as well as necessary software upgrades (e.g., Windows 10).
 - Providers should determine, for each of their sites, the number of signature pads they will need and how implementation will impact the workflows of applicable staff, and prepare/train them accordingly.
 - Providers will be required to submit a proposal for how they will use their Capacity Building funds. If providers are using Capacity Building funds for signature pads, they will need to submit a proposal to SAPC on how many signature pads they plan on requesting.
 - **Important Note**: While SAPC will pay for initial signature pads through its Capacity Building Initiative, future signature pad needs will be the responsibility of providers as an allowable cost.

Signature Pads – IMPLEMENTATION CONSIDERATIONS (cont'd)

- **What Signature Pads Will Be Compatible with Sage?**
 - **Topaz® SignatureGem® LCD; Model: T-LBK462-HSB-R**
 - This specific signature pad is the recommended device providers should purchase and has been confirmed to be compatible with Sage (ProviderConnect).
 - Other types of signature pads CANNOT be guaranteed to be compatible with Sage, so providers who are purchasing signature pads must purchase this model to be assured it will be compatible with Sage.
 - Already have signature pads and wondering if it's compatible? Other signature pads that are compatible with Sage are as follows:
 - Topaz – AV Signature Pad Model T-S460-HSB-R
 - Topaz – AV Signature Pad Model T-LBK460-HSB-R – Sig Lite LCD
 - Topaz – AV Signature Pad Model T-LBK462-HSB-R Signature Gem LCD
 - Topaz – AV Signature Pad Model T-LBK755-HSB-R Signature Gem LCD
 - Topaz – AV Signature Pad Model T-S460BSB-R SigLite

NOTE: These signature pad model compatibilities only pertain to Primary Sage Users. Secondary Sage Users will need to use signature pads that pertain to their hardware and EHRs.

Signature Pads – IMPLEMENTATION CONSIDERATIONS (cont'd)

- Where Can Providers Purchase the Signature Pads?

Vendors	Contact Info
GST Golden Star Technology, Inc. www.gstes.com	12881 166th St. Cerritos, CA 90703 562-345-8700
IMPRES Technology Solutions, Inc. www.imprestechology.com	10330 Pioneer Blvd., Ste #280 Santa Fe Springs, CA 90670 562-298-4030
DI Technology Group, Inc. www.dataimpressions.com	17418 Studebaker Rd. Cerritos, CA 90703 562-207-9050

Signature Pads – IMPLEMENTATION CONSIDERATIONS (cont'd)

- **Purchasing**
 - Signature pad cost → approximately \$320 - \$400
 - **Providers MUST use capacity building funds to purchase both signature pads and necessary software upgrades (e.g., upgrading from Windows 7 or 8 to Windows 10)**
- **Training**
 - SAPC and Netsmart are developing a basic training on the use of signature pads, but the use of signature pads will be straightforward and most of the necessary training will be specific to each provider agency site and related to impacts on workflows.
 - Provider agencies will ultimately be responsible for preparing and training their staff on signature pads.



SOFTWARE UPGRADES

- Windows 10 is an essential software upgrade for providers.
- Although Windows 8 is currently compatible with Sage, it will eventually be phased out and most people and entities (including LA County) are moving to Windows 10.
- **If your agency is not using Windows 10, please consider using funds from this Capacity Building Initiative to pay for this essential software upgrade.**

HOW PROVIDERS SHOULD BE PREPARING

- **Key Questions Providers Should Be Considering**
 - How will signature pads impact workflows for frontline counselors and LPHAs, as well as clerical staff (if applicable)?
 - How many signature pads will be needed for each site within your agency?
 - Determine if you need software upgrades as well → Windows 10
 - Plan on paying for signature pads and Windows 10 through SAPC's Capacity Building Initiative
 - How will you prepare and train staff on new workflows and use of signature pads?

Q & A / Discussion

