

One Attestation to Rule Them All!

May 1, 2015



Patient Safety & Quality, Decision Support, Academic Research Systems, and APeX Reporting all have the same need: ensuring the protection of PHI and PII data. Although they share the same customer base, each service provider required the customer to manually sign separate Statement of Liability attestation forms. If a customer needed access from multiple service providers, they would have to sign an attestation for each request.

With the help of Jill Cozen-Harel, a single Statement of Liability attestation form was created in DocuSign; this allowed us to automate the signing of the form, however, we didn't stop there. The ITSM team also automated the request process by building an integration between ServiceNow and DocuSign. When a customer submits a request to any of the service providers, ServiceNow will check to see if an attestation is on file for the customer. If there is no attestation on file, ServiceNow will trigger DocuSign to send a request to the customer. Once the customer completes the signing process, DocuSign sends the information back to ServiceNow which will then alert the service provider. These attestation forms (along with its expiration date) are tracked in a ServiceNow and can be accessed by the various service providers. Customers may request access from multiple providers, but will now only have to sign one attestation.

I wanted to sincerely thank each of you for the remarkable teamwork and outcome of this project. It is a great example of the individual contributors, each with their finely honed expertise, coming together to improve the systems here at UCSF Medical Center.

-Brigid Ide, Executive Director of Patient Safety & Quality

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