Rise Up Rehab Chooses BoldSign for Secure, Affordable eSignatures



Introduction:

Since 2019, Rise Up Rehab—an AAAASF-accredited rehab agency—has empowered patients facing physical, sensory, and cognitive challenges. Headquartered in San Antonio, Texas, Rise Up Rehab provides personalized, outcome-focused rehabilitation, including:

- Occupational therapy.
- Physical therapy.
- Speech therapy.
- Functional wellness programs.

Whether its licensed therapists are supporting patients at their house, independent living, assisted living, or an outpatient clinic, Rise Up Rehab strives to improve every patient's functional independence and quality of life.

Challenges:

To streamline the onboarding of employees and patients, Rise Up Rehab began searching for a HIPAA-compliant way to digitize its paperwork process. Docusign seemed like a promising solution, as it's a widely known e-signature tool that protects ePHI. However, in practice, it wasn't a good fit for their team. Rise Up Rehab found the process to create and share e-signature requests more complicated than anticipated. Consequently, it became harder to justify the continuation of their Docusign subscription—which amounted to hundreds of dollars every year.

While searching online for a more user-friendly, cost-effective alternative, they discovered BoldSign®—an affordable e-signature service with the same features as Docusign. The competitive pricing, paired with an intuitive interface and exceptional customer support, motivated Rise Up Rehab to start their free 30-day trial with the BoldSign Business plan.

Solution:

While BoldSign is less known than e-signature giants like Docusign, it

Industry
Physical, Occupational and Speech Therapists

Product used
BoldSign®

Region
United States

Use case
With BoldSign, the team streamlined document tracking, improved efficiency, and securely handled sensitive patient information with a Business Associate Agreement (BAA).

immediately proved to be a better solution for Rise Up Rehab. On top of being user-friendly, feature-rich, and affordable, BoldSign gave Rise Up Rehab the opportunity to sign a BAA—ensuring patient PHI is always protected. “[BoldSign] helps us keep track of things in a much more simplified way and allows us to get things done much quicker,” said Executive Assistant Rachel Glenn. “We save over $1,000 per year using BoldSign, as opposed to its biggest competitor.”

If that’s not enough, BoldSign also offers a self-service knowledge base for FAQs, and fast, around-the-clock support for users seeking agent assistance. When asked about her experience with the BoldSign support team, Rachel said, “They've always been very helpful when I had questions, wanted to upgrade, or [wanted to] purchase bulk sends. They email back very quickly and will call if needed.”

> “I think [BoldSign] is the best, easiest signature service I've used yet.”
>
> **- Rachel Glenn, Executive Assistant at Rise Up Rehab**

Conclusion

Want to learn more about BoldSign and try it out for yourself? Start a **free 30-day trial** today or **request a demo**.