# eCedent

## Ending the paper chase

eCedent.com™
Ending the Death Certificate Paper Chase.

Revolutionizing how death certificates are created and processed, eCedent is a web-based software development company providing services for health information management professionals, funeral homes, physicians and coroners. eCedent, located in Indiana, PA, was created by a team of industry professionals determined to bring death certificate processing into the 21st century. When they looked at the paper-based system and outdated procedures in use, they realized that a more efficient and cost-effective method was needed, and the eCedent concept was born. Mike Baker is Vice President of Operations for eCedent.

## Situation

eCedent was founded in April 2007 with the mission of ending the death certificate paper chase. The traditional process of completing death certificates was antiquated in that it involved compiling information and signatures from many different people, such as physicians, coroners, hospital officials and funeral homes — by mail or in person. Mike Baker and his team saw a niche for helping contributors of death certificates get everything into one document. eCedent was developed as a web-based solution, but Baker knew the final piece of the concept required an automated document delivery service that could provide the power to transmit communications instantaneously and reliably.

## Solution: FlyDoc

eCedent programmers embarked on a search for a solution that could provide the specific communication capabilities it needed to link all collaborators of a death certificate. After their due diligence, they came back with only one name: FlyDoc.

FlyDoc is an on-demand service that enables organizations to send and receive documents via fax, postal mail, email and SMS directly to and from user desktops and enterprise applications.

With FlyDoc, eCedent came to fruition. The programmers implemented FlyDoc easily into the development platform of the solution, providing the backbone for the service's electronic communications.

"We've had FlyDoc since the very beginning," said Baker. "We would not be able to do business otherwise."

With FlyDoc, upon notice of a death certificate request from its customer, eCedent automatically contacts the people needed to provide information for the death certificate. Notifications are sent via fax, email or text message, depending upon the client's preference. For example, when there is a death at a hospital, the patient's regular physician, the funeral home and a coroner need to complete different sections of the certificate.

FlyDoc provides the communications link among all the different parties working together to complete the death certificate. Upon notification, the person can log into the eCedent system and complete his or her part, including an electronic signature. In addition, eCedent gets constant updates from FlyDoc on the communications flow, allowing eCedent to manage and monitor document status as it goes through the system.

"FlyDoc is used every day, several times a day. For example, the average death requires up to 20 different layers of communication on the certificate. FlyDoc coordinates and confirms these communications among all the people involved," said Baker. "It would be impossible to do business without FlyDoc. It's a good solution, incredibly reliable and has caused us zero problems. No glitches — ever. FlyDoc is our number one asset in our mission to end the death certificate paper chase."

Looking ahead, eCedent will consider broadening its use of FlyDoc to include the hosted mail service, the development of new forms, automatic reporting functionalities and mass transmission of information to notify customers of events like system maintenance or planned downtime.

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> Mike Baker ▪ VP of Operations ▪ eCedent

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