

REPLACING PAPER MEDICAL FORMS WITH ePACT



“ ePACT has made life easier for our parents, and provided San Francisco Recreation & Park Department with a multi-functional tool that has allowed us to be more effective recreation service providers. ”

AnneMarie Donnelly, Recreation Business Manager, San Francisco Recreation & Park Department

The San Francisco Recreation & Park Department (SFRPD) serves over 12,000 children in a variety of programs, camps and classes across 25 recreation centers. For decades, the SFRPD struggled with cumbersome processes to collect medical data, contact details, waivers and consents for its program participants.

THE CHALLENGE WITH PAPER FORMS

Families were required to complete information packets for each program their child registered for, as every camp, class or activity needed these records on-site for the duration of their program. On average, children attended three or more programs each summer, resulting in a repetitive, inefficient experience for parents, and a labor intensive, manual process for staff. This took time and resources from their core responsibilities - ensuring a great program experience - while presenting a range of challenges:

- ▶ **Frustrated families:** Filling out the same information packets over and over – particularly for parents with multiple children attending programs – caused frustration and complaints over wasted time and paper.
- ▶ **Accessibility and security concerns:** Looking up specific medical or contact data in an emergency was time consuming, and there were difficulties ensuring only authorized staff had access to records.
- ▶ **Difficult administration:** Collecting and storing paper forms was a tedious process for staff, with challenges determining if information was accurate and up-to-date, or if there were missing records.
- ▶ **Inability to share records:** A paper-based system for 12,000 members across 25 different recreation centers meant records could not be shared between programs, and information was often inconsistent.

With ePACT, San Francisco Recreation & Park Department transitioned from a disconnected, tedious process to an efficient, standardized, secure system.



STREAMLINING MEDICAL FORMS, WAIVERS & CONSENT PROCESSES

Immediately following implementation of ePACT for their summer camps and after school programs, SFRPD noticed significant improvements to their data collection processes, from start to finish. Utilizing secure, web and mobile technologies reduced administration time and effort for staff and parents, improved the data available to support participants, and substantially minimized paper waste, aligning to their green commitments.

40K Approx. 40,000 paper forms were replaced in one summer

85% Percentage of families that used ePACT in first summer

70% Time saved for parents using ePACT over paper forms

Other ePACT benefits for SFRPD included:

- ▶ **Improved Family Process:** Families only had to submit one online record per child for any and all programs they attended, reducing time over paper forms by 70%.
- ▶ **Accurate Data:** ePACT provided complete, up to date information for participants. If parents got a new cell phone, or a child changed medications, families updated their record, ensuring SFRPD had the most accurate data on hand.
- ▶ **Enhanced Security:** Using a centralized, highly secure system, administrative access was easily managed and monitored, while families' data was kept safe, secure and HIPAA compliant at all times.
- ▶ **Standardized Approach:** SFRPD standardized its medical forms, waivers and consents, ensuring staff could better understand children's health and support needs, and proactively prepare for issues like allergies. Staff could quickly view any child's data in one place, and share details across programs like pick-up contacts or food restrictions.
- ▶ **Improved Administration:** Rather than search through binders of forms, SFRPD ran reports or saw at a glance which children required support. If families forgot to submit their records, SFRPD sent one-click reminders, ensuring complete data, while minimizing administration time managing and following up on forms.

Since implementing ePACT in the summer of 2016, SFRPD has enjoyed positive feedback from administrators, frontline staff and families praising the system's ease of use, convenience and accessibility. **85% of invited families** are active in the system, and SFRPD is on track for a **92% adoption rate** after its first year.



“ From finding out which programs a child is attending, to reaching camp managers in charge, there are multiple steps to making sure kids with disabilities have support throughout the entire SFRPD. ePACT made the process easier, more manageable, and played a key role in streamlining our department's Inclusion Services during its busiest season.

Jennifer Wong, Therapeutic Recreation Coordinator, San Francisco Recreation & Park Department



Eliminate the paper. Embrace the peace of mind.
Better support your families today with ePACT!