

# 5 Hidden Costs of Paper-Based Contracts for Home Care Franchises

What manual paperwork is really costing your business, and how to fix it.



Paper contracts aren't just a headache; they're silently draining valuable time, money, and client experience. Yet automation can be a lever for success for home care franchises, improving employee retention and new client experience.

This guide breaks down five hidden costs to paper processes you might be overlooking and show you how leading home care agencies are solving these problems with smart contract automation.

## The Real Cost of Paper-Based Contracts

The upfront cost of switching from paper to digital processes quickly pays off, [according to TechBullion](#). In the first year, healthcare providers' operational costs fell 40 percent. Even with the cost of initial implementation, going paperless was estimated to save broader organizations \$3.6 thousand in productive time a year, per employee. And where finding paper documents took each team member an estimated 4 hours a week, finding digital copies took mere minutes.

Let's dig into why paper contracts can be so costly.



## Delays in Starting Care

Paper contracts can slow the patient onboarding process. Every step takes compounding time, even when things go as planned—from **compiling, printing, or copying the paperwork, to relying on physical signatures and manually updating the client record with the finalized hard copy.**

Paper contracts also mean more possible failure points—a **lost document, an overlooked stack of papers, or an error requiring a new hard copy.** This can cause clients to wait longer and have their care delayed, resulting in lower quality of care, poor first impressions, and lost referrals.



## Staff Time Wasted on Manual Tasks

Hours spent printing, scanning, chasing signatures, hunting down missing documents, and reminding people who are stalling the process is time that could be used on patient care. It's also a drain on team members' mental and physical energy.

This can negatively impact providers' ability to be present with patients or offer their full expertise and engagement in high-stakes situations. Ultimately, it can lead to burnout, higher employee turnover, and worse patient satisfaction as standards of care are unmet.



## Risk of Compliance Issues

Paper-based processes often lack safeguards to catch overlooked signatures before patient care begins. This can create a compliance nightmare. Documents can also get lost, creating potential HIPAA violations even if they're replaced. If the missing documents aren't noticed, the documentation gaps can cause serious problems with state and federal audits.

Today, digital contract solutions offer built-in HIPAA compliance, eliminate the risk of misplaced paperwork, and automatically track incomplete contracts to remind parties who haven't signed yet instantly. Solutions with a centralized document management system offer a complete, encrypted audit history.

All this with less workload on your team's shoulders, not more.





## Negative Client Experience

Receiving a stack of physical paperwork can increase a patient's overwhelm. Similarly, one can also be asked to download, print, sign, scan, and resend a large number of forms. This is even more difficult for the elderly and patients on the go. An initial experience of feeling overwhelmed and unsupported can harm patients' impression of their new provider.

To start off on a positive foot with clients, consider offering them an easy, streamlined digital signing process that auto-completes from anywhere.



## Cost of Physical Storage and Supplies

ChartLogic cites up to \$18–22 billion in healthcare industry expenses each year due to manual paper processes.

Aside from massive administrative busywork, paper-based documentation can cause significant compliance violation fines when—not if—mistakes happen.

And the cost of storage and supplies needs to be accounted for, too—from filing cabinets to space rented and old-fashioned paper and ink. TechBullion pointed out that **a single filing cabinet occupies around 9 square feet, costing about \$1.5 thousand in space alone each year.** Imagine that multiplied many times over—before even accounting for the cost of printing, secure archival storage, and HIPAA-compliant disposal of sensitive information.

Digital contract management slashes of these costs. It eliminates physical storage space, paper and ink volumes, clerical compliance errors, and time-draining repetitive tasks.








# What Leading Home Care Franchises are Doing Instead

The home care industry is turning to digitization and automation to dramatically improve their processes and client experiences. These include automated digital onboarding and intake forms that bake in HIPAA compliance, from medical powers of attorney to HIPAA authorizations and beyond. Health providers that implement these process save significant time and money while improving communication with patients and their families.



Docubee is a simple way to create, send, and sign care agreements – and automate the entire end-to-end workflow. Clients like Suncoast Pediatric Therapy enjoy benefits like:

-  **Faster onboarding**
-  **Imbedded, user-friendly forms with adjustable fonts for easy reading**
-  **Built in compliance with HIPAA and leading legal requirements**
-  **Centralized, compliant document repositories searchable with AI**
-  **Automated notifications and reminders so teams can focus on client relationships**

## Ditch Paper – Go Digital

Want to learn how Docubee can help you move from paper-based contracts to digital?

[Reserve your demo here!](#)

