

PRIVATE HOSPITALS AND CLINICS

A better way to deliver important patient documents

Documentd adds permanent document delivery to the communications hospitals and clinics already use, reducing avoidable administration while giving patients important records they can keep and find again.

WHERE DOCUMENTD FITS

Use Documentd for the documents patients need to keep

Use Documentd for completed, clinically approved documents intended for the patient, not internal notes, live clinical data or urgent alerts. The provider decides what is ready to be delivered and when, including whether a result needs a clinical conversation first.

- Consultation letters
- Approved diagnostic reports
- Discharge summaries
- Treatment plans and aftercare instructions
- Completed consent documentation
- Invoices and receipts
- Insurance and other important patient correspondence

Use clinical systems to manage care, the portal for live interaction, and Documentd for the important documents patients should keep.

The examples below are transparent scenarios, not healthcare benchmarks or promised savings. Use your own activity and cost data, and deduct Documentd fees, implementation and any additional support costs to estimate the net benefit.

LASTING PATIENT RECORDS

Give patients their own copy of the documents arising from their care

The practical case is dependable patient access, not a blanket claim that healthcare documents fall under financial-services durable-medium rules. Documentd separates the patient's delivered copy from the provider's operational systems.

The correct recipient

Deliver approved documents to the patient, or an appropriately authorised representative, using verified details.

Accessible later

Patients can retrieve their delivered copies independently of the provider's portal.

A reliable historical copy

The sender cannot alter the settled copy. Clearly dated updates should be issued separately when information changes.

DOCUMENTD IN PRACTICE

- ✓ The patient receives their own copy
- ✓ The sender cannot alter or delete the settled copy
- ✓ Access does not depend on the provider's patient portal
- ✓ Delivered records remain organised for later retrieval
- ✓ Delivery records help show what was sent and when
- ✓ The provider retains responsibility for its clinical record

CONSUMER DUTY

Support patient access without replacing clinical responsibilities

Documentd is not an electronic patient record, a consent process or an urgent clinical communication system. Delivery and access records do not prove understanding or informed consent. Providers should approve the confidentiality, retention, recipient-authorisation and correction arrangements before use, including how patients are told that an earlier treatment instruction has been superseded.

Keep the authoritative clinical record with the provider. Give the patient their own dependable copy of approved documents.

01 IF YOU CURRENTLY USE A PATIENT PORTAL

Keep the portal for active care. Separate the patient's lasting copy.

Patient portals support appointments, questionnaires, payments, results access and secure messaging. Making the portal the patient's only long-term source of issued documents can also create historical-access, account-recovery and migration work long after treatment has ended.

Less complexity in long-term patient access

Potential benefit depends on the portal's existing capabilities and which patient-access work can actually be avoided.

CURRENT APPROACH

A permanent patient archive adds work beyond the active relationship

- Former patients may still need copies of earlier letters and reports
- Account recovery can generate support requests long after treatment
- Portal replacements require planning for historical patient access
- Legacy patient access adds identity-management and support work
- The provider must still maintain its own clinical records and applicable access processes

ADD DOCUMENTD

Give patients their own lasting copies with Documentd

Keep the portal focused on active services and convenient access. Deliver completed documents separately into the patient's own Keepd account so their copies do not depend on continued access to the provider's portal. This does not remove the provider's clinical recordkeeping or information-access responsibilities.

- ✓ Keep the existing patient portal
- ✓ Separate the patient's delivered copies from portal migrations
- ✓ Let patients retrieve previously delivered documents independently
- ✓ Reduce avoidable historical-copy and account-recovery requests
- ✓ Keep authoritative records in the provider's clinical systems

Use the portal for the active relationship and Documentd for the patient's lasting copy.

INFORMATION-GOVERNANCE BENEFIT

Create a clear distinction between the provider's clinical record and the copy formally delivered to the patient. Delivery is one part of the provider's wider governance arrangements, not a substitute for them.

PATIENT-SERVICE BENEFIT

Patients can retrieve delivered records after treatment ends, when consulting another specialist or when the provider changes its portal.

COST BENEFIT

Estimate the development, migration and legacy-access support work that separate delivery would genuinely avoid. Do not count clinical recordkeeping costs that the provider must retain.

02 IF YOU CURRENTLY USE EMAIL

Keep the communication. Reduce requests for another copy.

Email is convenient for patient communication, but important attachments can become mixed with everyday messages. Patients who cannot find a letter, report or invoice may ask staff to locate and resend it, creating work beyond the original delivery.

£3,000
Illustrative annual staff capacity released

500 avoided requests × 10 minutes each × £36 per staff hour. An assumed scenario, not measured healthcare savings.

CURRENT APPROACH
Sending an attachment leaves the patient to organise it

- Letters and reports can become difficult to find among everyday messages
- Patients may need copies for another clinician or an insurer
- Staff must locate the document and verify the recipient before resending
- Repeated requests take time away from other patient-service work
- Confidentiality safeguards remain necessary for email and every resend

ADD DOCUMENTD
Add Documentd alongside existing communication

Give approved documents an organised place in the patient's own Keepd account while retaining email for appropriate communication and notifications. Patients can retrieve the delivered copy themselves instead of asking the clinic to find it again.

- ✓ Keep familiar communication workflows
- ✓ Separate important records from everyday messages
- ✓ Make delivered documents easier to find again
- ✓ Support patient self-service for previously delivered copies
- ✓ Reduce avoidable staff handling of repeat requests

Give patients easier access to their records and staff fewer requests to handle.

CONFIDENTIALITY AND DELIVERY CONTROLS

Use verified recipient details and an approved release process. Review the whole delivery workflow, including email content and any attachments: adding Documentd does not make a separate email attachment private.

PATIENT-SERVICE BENEFIT

Patients can find an earlier consultation letter, discharge summary or insurance invoice without searching their inbox or waiting for staff to resend it.

COST BENEFIT

Avoiding 500 requests at 10 minutes each releases approximately 83 staff hours. At an assumed fully loaded cost of £36 per hour, that represents £3,000 of annual capacity before service costs, not necessarily a cash saving.

03 IF YOU CURRENTLY USE POST

Reduce paper delivery where digital delivery suits the patient.

Paper gives patients a physical copy, but printing, envelopes, fulfilment and postage create recurring costs. Documentd provides a lasting electronic copy where digital delivery is appropriate, while leaving paper and other supported options available when needed.

£3,000
Illustrative annual gross mailing saving

2,000 avoided mailings × an assumed £1.50 avoidable cost per mailing, before Documentd and implementation costs.

CURRENT APPROACH
Each physical delivery creates handling and mailing costs

- Printing, envelopes and fulfilment
- Postage and returned-mail handling
- Time spent preparing repeat copies
- Physical filing and retrieval for the patient
- Different communication and accessibility needs to accommodate

WITH DOCUMENTD
Deliver an electronic copy the patient can keep

Where suitable for the patient and the document, replace the physical mailing with delivery to the patient's own Keepd account. Keep accessible alternatives for patients who cannot use digital delivery or where another delivery method is needed.

- ✓ Avoid printing and postage for replaced mailings
- ✓ Reduce manual fulfilment
- ✓ Give patients organised electronic copies
- ✓ Make previously delivered records easier to retrieve
- ✓ Retain appropriate non-digital options

Keep the lasting patient copy, reduce avoidable printing and postage.

APPROPRIATE PATIENT COMMUNICATION

Choose delivery arrangements around the patient's needs, confidentiality and the document's purpose. Digital delivery should not replace necessary clinical explanation or urgent follow-up.

PATIENT-SERVICE BENEFIT

Patients who use digital delivery can keep and retrieve their copies without maintaining a paper file.

COST BENEFIT

At an assumed avoidable cost of £1.50 per mailing, replacing 2,000 mailings saves £3,000 gross annually. Use actual mailing rates and avoid double-counting staff time included in other savings.

THE BUSINESS CASE

Better patient access, less avoidable administration

Portal

Keep it for active services. Separate the patient's delivered copies from long-term portal access and migrations.

Email

Keep it for appropriate communication. Make important documents easier to find and reduce repeat-copy requests.

Post

Replace unnecessary mailings where digital delivery is appropriate, retaining accessible alternatives.

Documentd does not ask you to replace systems that already work. It adds permanent delivery for approved patient documents, helping reduce cost and complexity while improving the service patients receive after their care.



Documentd gives patients important documents they can keep and find again, alongside the clinical systems, portals and communication channels private hospitals and clinics already use.

BUSINESS CASE

documentd.com/business-cases/private-healthcare

COMMUNICATION GUIDE

documentd.com/industries/private-healthcare

All financial figures are illustrative assumptions, not measured sector benchmarks. Email example: 500 avoided requests × 10 minutes ÷ 60 × £36 per staff hour = £3,000 of staff capacity. Post example: 2,000 avoided mailings × £1.50 = £3,000 gross. Measure achievable reductions locally, avoid overlapping savings and deduct service, implementation and ongoing support costs. Provider recordkeeping duties remain unchanged. No claim is made that using Documentd alone establishes regulatory compliance.