Use Case

Digitizing patient consent workflows

With Wacom signature devices



wacom® for Business



Efficient, digital patient consent

Cost-effective handwritten eSignatures

When it comes to patient consent, capturing physical handwritten signatures just works. Unfortunately, it's also inefficient and potentially insecure. Wacom devices enable patients to sign by hand electronically. The result: a reliable, familiar workflow that's compliant, cost-effective and 100% digital.

TAKING SIGNATURES DIGITAL

Anyone can sign their name on a paper form. It's easy, immediate and clearly demonstrates consent. But using paper forms in highly regulated environments like hospitals is insecure, expensive and inefficient. Moreover, it creates potential compliance issues that could result in costly legal action.

A waste of paper
Managing paper documents also creates unnecessary cost and waste in materials and working hours, as well as slower patient throughput. For example, according to research from CynergisTek, the average 1,500 bed hospital spends almost $4 million annually on printing paper documents.[1]

Paper also tends to be unreliable, with one UK study finding that over 50% of paper consent forms contained an error and over 90% contained an omission.[2]

Click to sign is fine – sometimes
Signing with a mouse click is a proven alternative to handwritten signatures in many instances. However, they aren't ideal for in-person signing because they are impersonal, dependent on an Internet connection, and don't indicate consent reliably.

So, how do you simultaneously:

- remove paper from medical consent workflows;
- retain the familiarity of pen and paper;
- and drive digital efficiency?

[1] https://interlacehealth.com/econsent-blog-series-cost-3/
[2] https://academic.oup.com/bjs/article/108/4/342/6202973?login=false

THE BEST OF BOTH WORLDS

Handwritten signatures are accessible to everyone – because everyone has their signature “with them” at all times, and knows how to provide it. They also convey proof of active consent. Deploying Wacom signature pads or pen displays is the easiest way to capture those signatures digitally and ensure they are legally binding.

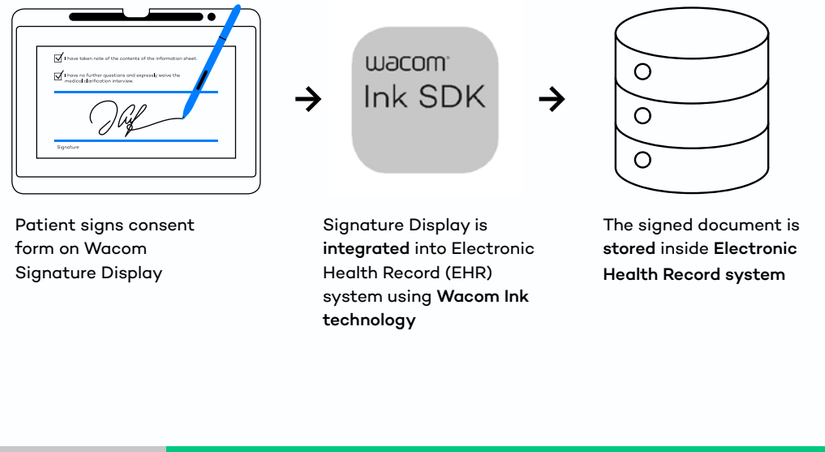
Wacom signature pads and pen displays can be easily integrated via an API or SDKs directly into electronic medical record (EMR) systems like Cerner, Epic, Allscripts, Dedalus, Fujitsu and CMG ISIS Med. They can also be used in conjunction with specialist middleware, like Access eForms.

This allows signed consent forms to be stored directly within each patient’s electronic medical record.

Signature pads allow patients to sign naturally on a simple, cost-effective device.

Pen displays add the ability for patients to read and sign a document digitally on an intuitive pen-enabled monitor.

Either way, Wacom devices deliver a “best of both worlds” electronic signature solution used by thousands of hospitals all over the world. Every deployment ensures patient accessibility and trust in the consent workflow, while increasing efficiency by removing paper management from the entire process.



Patient signs consent form on Wacom Signature Display

Signature Display is **integrated** into Electronic Health Record (EHR) system using **Wacom Ink technology**

The signed document is **stored** inside **Electronic Health Record system**

Wacom *Signature Pads*

Wacom signature pads provide a low cost, reliable way to capture handwritten signatures from patients electronically.



WACOM STU-430

- **Efficient accuracy**
  The battery-free digital pen with 1024 pressure sensitivity levels ensures biometrically accurate signature capture.

- **Secure transactions**
  Transaction security using state-of-the-art AES and RSA encryption standards.

- **Unique identity**
  Unique hardware ID enables identification of the exact device used for signing.



WACOM STU-540

- **Secure transactions**
  Transaction security using state-of-the-art AES and RSA encryption standards.

- **Native support**
  Native support for Citrix-ready in standard USB mode; VMware Horizon certified.

- **Virtual-ready**
  Virtual COM Port (VCP) mode for Citrix v6.5 and other virtualized desktop environments.

- **Color-screen**
  For higher contrast and higher resolution, delivering crisp, bright images, especially when in desktop signage mode.

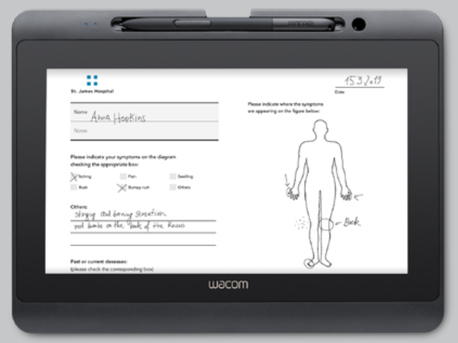
Wacom *Pen Displays*

Wacom pen displays enable patients to read and sign forms on screen as they would on paper with biometrically and visually accurate digital ink.



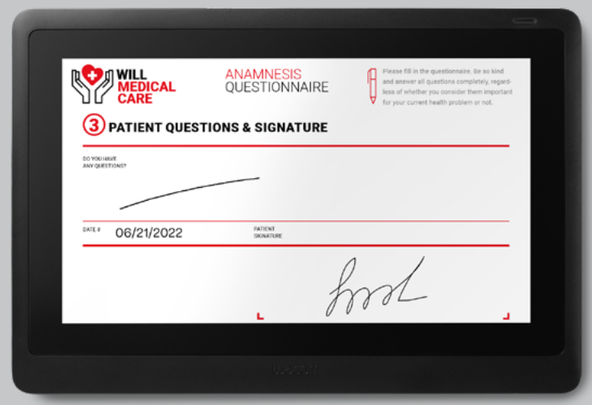
WACOM DTU-1141B

- **Multiple resolutions**
  Support for 6 different resolutions from 800x600 to 1920x1080.
- **Secure transactions**
  Transaction security using state-of-the-art AES and RSA encryption standards.
- **Native support**
  Native support for Citrix-ready in standard USB mode; VMware Horizon certified.
- **Enhanced productivity**
  Easy access to commonly used shortcuts is provided by four touch-activated ExpressKeys.



WACOM DTH-1152

- **Superb ease-of-use**
  Easy navigation and support for common gestures via multi-touch functionality.
- **Seamless integration**
  Usable with any system via the HDMI video interface.
- **Flexible compatibility**
  Support for Citrix, VMWare, and Linux systems, as well as legacy VDI/RDS environments.



WACOM DTK-1660E

- **Optimal comfort**
  Easy document viewing via the 15.6” Full HD display with portrait/landscape mode.
- **Secure signing**
  Encryption and a unique hardware ID to help ensure secure, verifiable document signing.
- **Clutter-free footprint**
  Slim, sleek design, 3-in-1 cable for power, HDMI and USB, and innovative magnetic pen holder.

Handwritten eSignatures *and the law*

In most counties, an electronic signature has been determined to have the same force of law as a wet ink signature. For an electronic signature to be valid it must:

1. Clearly demonstrate consent - individuals must perform an action to opt-in or agree. An opt-out is not sufficient.
2. Display the terms the signatory is agreeing to in a format they can read and understand.
3. Ensure signatories have copies of all documents and disclosures, including the agreement to do business electronically.
4. Prevent document changes after signing and maintain an auditable document history.
5. Verify the signer's identity.

While the specifics of the law regarding electronic signatures will vary by country, it is clear that electronic signatures, including handwritten electronic signatures captured using a Wacom device, are a legally binding way to provide agreement, consent and to transact business both online and off. In addition to their general legal enforceability, handwritten electronic signatures are compliant with most country's industry-specific healthcare regulations.



"Handwritten signatures remain the most intuitive and legally valid way for people to provide their consent"

Nacho Alamillo, Doctor of Law

Handwritten electronic signatures combine the best aspects of pen-on-paper signatures with the advantages of a totally digital workflow.

They allow users to:

1. Utilize a familiar and intuitive method of consent by physically placing their signature onto the document they are agreeing to.
2. Read and annotate the entire digital document before signing (when using a Wacom pen display).
3. Capture data throughout the signing process including pen data, unique device IDs and location information for a robust audit trail.
4. Validate a signer's identity using biometrically accurate signature verification tools.

With a handwritten electronic signature, organizations can simplify their workflows, keep documents digital, and still provide an intuitive user experience for customers.

*Note: This does not constitute legal advice. Before implementing any electronic signature workflow, please confer with local counsel for the specifics of your county, state or national government.

Top 5 Benefits *for Hospitals & Clinics*

1. Durable, high quality handwritten eSignature devices, proven in high traffic healthcare environments all over the world.

2. No threat of theft or loss of patient data because devices are tethered and do not store any data.

3. Easy and quick to integrate with medical EMR/RIS systems or existing middleware solutions.

4. Patient familiarity and reassurance when using a pen display, as documents can be read and signed easily and securely without having to share an input device with hospital staff.

5. Ensures document processes are 100% digital and removes time, effort, cost and risk of managing paper documents.

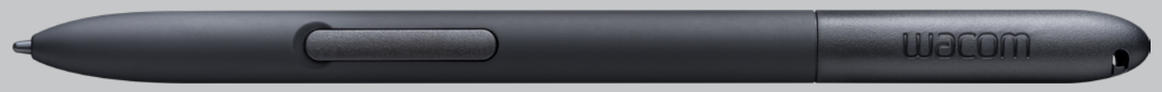


Contact us today

For more information about Wacom's healthcare solutions, contact us today:

Alan Orth
Manager Sales, North America
Healthcare and eDocumentation
Phone 1-503-525-3134
Email alan.orth@wacom.com

More human



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Japan (HQ)
For more information please contact:
Wacom Co., Ltd. · Sumitomo Fudosan Shinjuku Grand Tower 31F, 35F, 8-17-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 160-6131, Japan
vm-info@wacom.co.jp · 03-5337-6706



Americas
For more information please contact / Pour de plus amples informations, veuillez contacte / Para obtener información adicional, póngase en contacto con: Wacom Technology Corporation · 12121 NE 99th Street, Suite 2140, Vancouver, WA 98682 USA
esign@wacom.com · 1-503-525-3100



Europe, Middle East and Africa
For more information please contact / Pour de plus amples informations, veuillez contacte / Para obtener información adicional, póngase en contacto con: Wacom Europe GmbH · Zollhof 11-15, 40221 Düsseldorf, Germany
solutions@wacom.eu · +49 211 385 48 0



China (Mainland)
For more information please contact:
Wacom China Corporation · 518, West Wing Office, China World Trade Center, No. 1 Jianguomenwai Avenue, Chaoyang District, Beijing 100004, China
WW@wacom.com · 400-810-5460

Hong Kong
For more information please contact:
Wacom Hong Kong Ltd. · Office 107G, 17/F, Tower I, Grand Century Place, 193 Prince Edward Road West, Mong Kok, Hong Kong, China
e-signature@wacom.com · +852 2573 9322



Australia
For more information please contact:
Wacom Australia Pty. Ltd. · Suite 543, Level 5, 7 Eden Park Drive Macquarie Park, NSW 2113
Contactapbs@Wacom.com · +61 2 9422 6730

Korea
For more information please contact:
Wacom Korea Co., Ltd. · Rm #1211, 12F, KGIT Sangam Center, 402 Worldcup Bukro, Mapo-gu, Seoul 03925, Korea
Contactapbs@Wacom.com · 080-800-1231

Singapore
For more information please contact:
Wacom Singapore Pte. Ltd. · 5 Temasek Boulevard, #12-09, Suntec Tower Five, Singapore 038985, Contactapbs@Wacom.com · (503) 525-3100

India
For more information please contact:
Wacom India Pvt. Ltd. · 426, Tower B, DLF Building Jasola District Centre, Mathura Road, New Delhi 110025 India, Contactapbs@Wacom.com
Customer Support: 000-800-100-4159, +91-11-47239412

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