

BioFi: Streamlining Remote Patient Monitoring with HIPAA-Compliant eSignatures from SignWell

CUSTOMER STORY

With Kelli Klunder, VP of Operations



CUSTOMER STORY

ORGANIZATIONAL SITUATION:

OVERVIEW

COMPANY NAME:

BioFi

INDUSTRY:

Healthcare / Remote Patient Monitoring (RPM)

COUNTRY/REGION:

United States (St. George, UT)

CUSTOMER PROFILE

BioFi is a growing healthcare startup that provides remote patient monitoring devices and services to clinics across the U.S. The company enables clinics to extend care to patients at home, improving compliance and outcomes through real-time data reporting.

ORGANIZATIONAL SITUATION

BioFi operates with a lean team, which allows it to stay efficient, adaptable, and customer-focused while continuing to expand its reach and impact. As the business began scaling, manual paperwork created inefficiencies and risks around patient data collection.

SOLUTION

BioFi implemented SignWell to digitize patient onboarding documents, HIPAA consent forms, and internal agreements. The platform's HIPAA compliance, affordability, and ease of use were critical to enabling a streamlined, secure process for collecting patient data in the field without breaking the budget or disrupting operations.

FROM PAPER CHAOS TO A STREAMLINED PROCESS

When BioFi launched, its remote installation teams relied on physical paperwork to collect sensitive patient information and signed agreements. **“It wasn’t scalable,”** says Vice President of Operations Kelli Klunder. **“Forms would go missing, handwriting was hard to read, and we were wasting time just trying to decipher birthdates or names.”**

As BioFi expanded its presence into new states and began partnering with more clinics, it became clear that continuing with manual forms would not only increase operational overhead—it could also lead to compliance and data accuracy issues. The team needed a solution that would:

- Digitize patient-facing forms to reduce errors
- Ensure HIPAA compliance across the board
- Enable field agents to collect data from patients securely
- Alert operations staff instantly when forms are completed

“We needed something we could scale with,” explains Klunder. **“We didn’t want to sign up for a huge enterprise tool when we were still small. But we couldn’t compromise on compliance or security either.”**

HIPAA COMPLIANCE WITHOUT THE ENTERPRISE PRICE TAG

Finding an e-signature provider that supported HIPAA compliance out-of-the-box proved more challenging than expected. **“DocuSign was compliant, but only with their enterprise license,”** Klunder says. **“I couldn’t even run a basic trial without committing to a business-level plan.”**

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SignWell was the only solution that gave us HIPAA compliance without locking us into a big license. It let us grow into it. We could use it right away and expand as we needed.



SignWell made it easy to create templates and send documents from anywhere. Our installers could fill out and submit patient forms in the field, and I would be notified in real-time.

For a small company like BioFi, that was a dealbreaker. **“I needed our team to test different options. If a platform made that hard or expensive, I had to eliminate it immediately.”**

That’s where SignWell stood out.

“SignWell was the only solution that gave us HIPAA compliance without locking us into a big license,” Klunder shares. **“It let us grow into it. We could use it right away and expand as we needed.”**

SMALL TEAM, BIG IMPACT

As a two-person core team, BioFi needed powerful yet easy-to-manage tools. SignWell fit the bill.

“I’m doing everything—marketing, billing, finance, even customer support,” says Klunder. **“SignWell made it easy to create templates and send documents from anywhere. Our installers could fill out and submit patient forms in the field, and I would be notified in real-time.”**

Despite one installer occasionally skipping their part of the form, Klunder says SignWell’s flexibility still saved the day: **“Even when something was missed, I could log in, fill it out, and complete the document without starting from scratch.”**

AN EXPERIENCE THAT FEELS LIKE A FIT

What stood out most to Klunder was how seamless the onboarding experience was. **“With SignWell, I just signed up with my Google account and got started. It was lightweight, worked immediately, and I didn’t get bombarded by salespeople like I did with PandaDoc.”**

That sense of ease continued when it came to customer support. **“Any time I emailed support, I got a response quickly. But honestly, I didn’t need to use support much—it just worked.”**

BUILT TO GROW WITH THEM

Today, BioFi uses SignWell primarily for internal agreements and patient onboarding forms. However, the long-term vision is much more significant. **“We're moving to a model where we drop-ship devices and have patients set them up at home,”** says Klunder. **“We want to automate the onboarding experience entirely.”**

The plan? To embed SignWell forms into the onboarding flow via API. **“Patients can sign forms on a tablet or device, and everything gets sent directly into our secure monitoring platform—automatically. No one has to handle the data manually.”**

Klunder adds, **“The fact that SignWell is HIPAA-compliant and developer-friendly means we can do this. We just have to execute it.”**

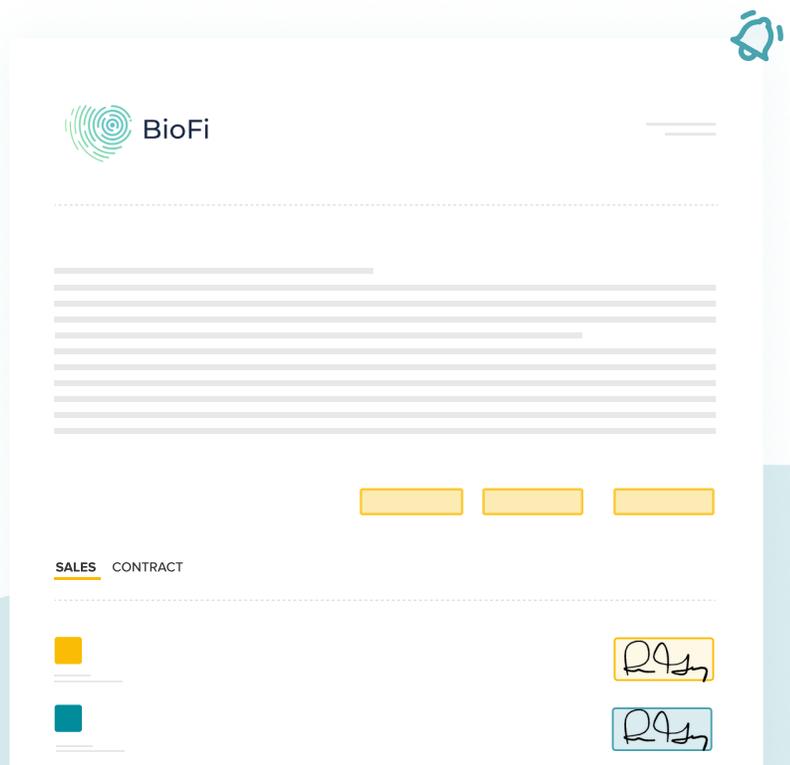
STARTUP BUDGET, ENTERPRISE NEEDS

As a startup with limited funding, cost was always on my mind. “We’re protecting every dollar,” Klunder says. **“SignWell gave us exactly what we needed, at a price that made sense for where we are now—but with the flexibility to scale.”**

That flexibility is what ultimately tipped the scales. **“So many platforms make you overpay for features you don’t need yet. SignWell gave us the power to do what we needed today while still preparing us for what we want to do tomorrow.”**

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A SECURE, MODERN SOLUTION THAT JUST WORKS

Asked what she'd say to someone evaluating e-signature solutions, Klunder doesn't hesitate:

"SignWell is lightweight, modern, and incredibly easy to use. You can be up and running in minutes, it doesn't break your budget and gives you the compliance and peace of mind you need—especially in healthcare."

As BioFi grows and expands into new states, SignWell becomes a core part of its operational infrastructure. The impact is clear, from reducing errors to ensuring compliance and improving the patient onboarding experience.

"It's helped us scale smartly," says Klunder. **"And as we automate even more, I know SignWell will keep growing with us."**

SignWell gave us exactly what we needed, at a price that made sense for where we are now—but with the flexibility to scale. So many platforms make you overpay for features you don't need yet. SignWell gave us the power to do what we needed today while still preparing us for what we want to do tomorrow.



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