MITRATECH

I-9 Check-Up: From Arduous to Automated

How a multi-site health system developed a comprehensive, compliant digital healthcare system with the help of Mitratech's Tracker I-9.

The Company

On a mission to improve health through patient care, research, education, and community outreach, this multi-hospital health system serves patients and communities across the east coast. The organization has grown to include six hospitals and currently supports over 18,000 employees worldwide.
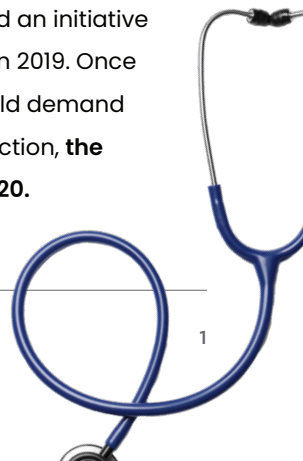
The Opportunity

As a reputable Healthcare network, this organization securely oversees a significant amount of proprietary data — particularly between departments tasked with managing compliance. Between HR Compliance overseeing clearance records, an HR Solution Center fielding inquiries, a data team monitoring employee information and work assignments, and a special team of eight executing all pre-boarding and pre-hire screening requirements (including I-9 requirements), the enterprise had everything needed to support the employee and patient experience with full compliance securely. But its primarily paper-based system – and the manual data management required to maintain it — was put to the test by the COVID-19 pandemic.

> " *With COVID, the whole dynamic of our world changed because now we're remote and no longer meeting with people in person. So it became very challenging to train managers on how to properly collect information. We knew we needed an intuitive digital system – and that led us to Tracker I-9.* "

SENIOR MANAGER OF EMPLOYEE SERVICES

Luckily, the team had already kickstarted an initiative to transition to an electronic database in 2019. Once it became clear that the pandemic would demand remote verification and document collection, **the team turned to Tracker I-9 in May of 2020.**

The Solution

With a goal of creating a more cohesive and efficient health system, this multi-site healthcare provider went live using the Tracker I-9 platform as a standalone database. Two standout characteristics helped make the transition from paper-based processes to Tracker I-9's electronic systems a seamless experience.

1. **An intuitive, easy-to-use interface** that guides users through remote data collection and verification. Tracker I-9's automated process ensures all documents are properly verified for every remote hire across the U.S. and delivers real-time reporting across all departments.

" We were excited about the platform because it provided guidance to managers and made the document collection process easier. Going electronic meant that we had a system that could guide people through the process. It made training the managers on information collection much easier since Tracker I-9 is intuitive and basically tells you what to do. "

SENIOR MANAGER OF EMPLOYEE SERVICES

2. **Hands-On Partnership and a direct point of contact** that would remain actively engaged and in tune with the organization's needs throughout the digital transition. Tracker I-9's focus on collaboration and mutual understanding led to open conversations that helped optimize implementation and experience. Since then, it's just been an evolution of using the system.

" It's so important that you're partnered with someone that you click with. Our Tracker I-9 account manager is vested in our success, which he doesn't have to be, right? He could just answer our questions and move on. But he has always been there to help us through things; he's always open to hearing or answering our questions, very responsive, and gives us that feedback to help us put things into perspective. "

SENIOR MANAGER OF EMPLOYEE SERVICES

The Results

With the help of a modernized platform that empowers their team to simplify and standardize the remote document collection process, they've officially established their digital healthcare system and HR compliance strategy.

Since implementing Tracker I-9, this multi-site health system has reported:

1. **Better Form I-9 Document Visibility -** Like many others, they were tired of the guesswork for ensuring the correct document was submitted in section 2. After deploying Tracker I-9, they had a complete overview of the Form I-9 document lifecycle, so they confidently approved all documentation submitted throughout the onboarding process as it related to their Form I-9.

2. **Improved Compliance Across the Organization -** Tracker I-9's complete dashboard provided the insight needed to know exactly how many employees needed to complete section 1 and which needed to complete section 2. According to our contact, *"It was easy to identify where we were from a compliance standpoint."*

3. **Future Peace-of-Mind -** In the past, they had an employee manually tracking when employees needed to reverify their Form I-9; now Tracker I-9 does it for them while giving visibility into who they need to reach out to and when.

> *" The transition from hardcopy paper to a fully electronic system was actually smoother for us. We were excited about going electronic because, at the time, we were relying on our managers to help us collect the necessary documents."*

SENIOR MANAGER OF EMPLOYEE SERVICES

MITRATECH

The Mitratech Experience

Mitratech has a 35-year history as a leader in providing technology and services that empower organizations to manage risks, increase efficiency, control costs, and scale for the future.

On a mission to deliver cutting-edge legal and compliance solutions, Mitratech partners with over 7,700 corporations worldwide to co-innovate the world's most intuitive, adaptable, and flexible platform. We help customers spend less time juggling multiple technology partners and avoid common point solution frustrations— including incompatible features, custom code, and no API integrations—-by delivering cloud-based, automation-driven solutions.

The lines continue to blur across Legal, Risk & Compliance, and Human Resources— and Mitratech is the trusted partner in driving clarity and collaboration across all these functions. From concierge-style Firm and Panel Management Services and intuitive cyber security to agile workflow automation and contract management, we've hand-selected our technology to address our customer's most complex problems across every industry.

To learn more, please visit www.mitratech.com

MITRATECH