



AUTOMATING VITAL RECORDS REQUESTS

VitalDirector
BY PERMITIUM



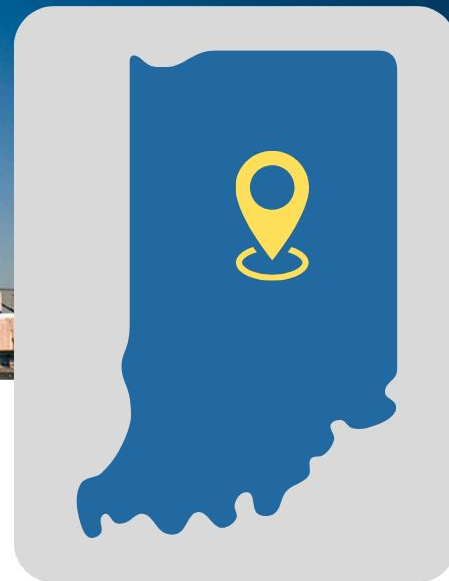


Introduction to Hamilton County Health Department

Population: **347,467**

Customer Since: **March 2024**

Average # of Applications: **450/month**



BEFORE VITALDIRECTOR

OUTDATED, PAPER-BASED SYSTEM



SLOW & INEFFICIENT PROCESS



NO TRACKING, NO UPDATES



AFTER VITALDIRECTOR

SECURE, 24/7 PLATFORM



QUICK, CLEAR, RELIABLE PROCESS



FAST DELIVERY, NEXT DAY OPTION



Benefits of VitalDirector

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95% REDUCTION IN MAIL VOLUME

From a daily burden to
nearly zero



INCREASED ORDER VOLUME:

Easier access increased
demand from residents and
out-of-state applicants



SIGNIFICANT TIME SAVINGS

Processing time reduced from
a full day to just a morning.



“Since going live on VitalDirector, our mail volume has dropped by 95%, customers can check their status online, so we get far fewer phone calls. It saves us time and improves the customer experience – we love it.”

- Susie Swenson, Vital Records Clerk

Impact of VitalDirector

BY PERMITIUM



Convenience: Applicants can apply on their own time, from anywhere



Seamless Adoption: The system was easy for both staff and the public to use



Problem-Solving: The ability to accept mobile payments via phone and avoid frustrating customer experiences



Go Beyond Efficiency: VitalDirector didn't just save time; it improved the quality of service



Empowerment: Staff are now able to focus on helping people, not digging through files



A Valuable Partnership: The collaboration continues with plans to measure growth and success