

# creentially

## Healthcare onboarding and compliance, automated

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# About Us



## What We Do

Transform the business process for healthcare organisations and recruiters to automate candidate onboarding, credentialling and continued compliance.

## How We Do It

Providing customisable B2B software to enable candidates to easily self-serve their onboarding and credentials while empowering admin teams to manage the process.

## Why We Do It

To help employers and clinicians to spend less time on admin, easing their burden so they can spend more time taking care of patients and improve patient safety.

### By 2030, we will...

- Add 10 Million hours of patient care to healthcare systems
- Credential 1 Million healthcare workers



# The Familiar Pains of Manual Credentialing

## Avoidable admin delays are blocking patient care

Because someone still has to:



- Chase missing references
- Manually perform PIN checks
- Verify every certificate and license individually
- Wait for DBS clearance

Clinicians are ready to work - but they can't start. While the paperwork piles up, shifts go unfilled, patient care suffers, and admin costs escalate.

## Credentialling shouldn't be a security risk



A spreadsheet with staff credentials is accidentally shared outside your team.

A clinician's certificates are sent to the wrong inbox.

Outdated logins give unauthorized users access to SharePoint or Google Drive, exposing thousands of sensitive files.

Then comes the audit request. Are you prepared to prove exactly who accessed what, and when?

## A lack of onboarding and compliance visibility

Does your leadership team have real-time answers to questions such as:



- Where each candidate is in the credentialing journey?
- Where and why candidates are dropping out?
- Who's fully compliant - and who's a red flag?
- Are you audit-ready for CQC and framework standards?

And what about the hundreds of other data points that drive safe, scalable onboarding?

## When one missed expiry date becomes a headline



It starts with a PDF buried in someone's inbox or a lapsed document no one flagged. Then a clinician is placed in a role without the right clearance - and suddenly, your whole organisation is exposed.

This isn't about blame. It's about a system that was never built to scale safely, and one that cannot safeguard against human error.



# The Impact

## Credentiailling Time

- 60 days and 20+ checks to hire a healthcare worker
- The NHS has set a target to complete the hiring process within 36 days. However, the actual average time exceeds 75 days, with some cases extending up to 131 days\*
- The Royal College of Nursing estimates that recruiting a single nurse costs approximately £6,371\*\*
- In US multiply it by 25 payor enrolment process per provider
- \$2Bn administrative waste in USA† caused by this
- 1 month's delay in credentialing the average primary care physician in the USA can amount to over \$30,000†† lost revenue due to inability to bill for services
- For a hospital hiring 50 primary care physicians annually such delay can cost over \$1,500,000

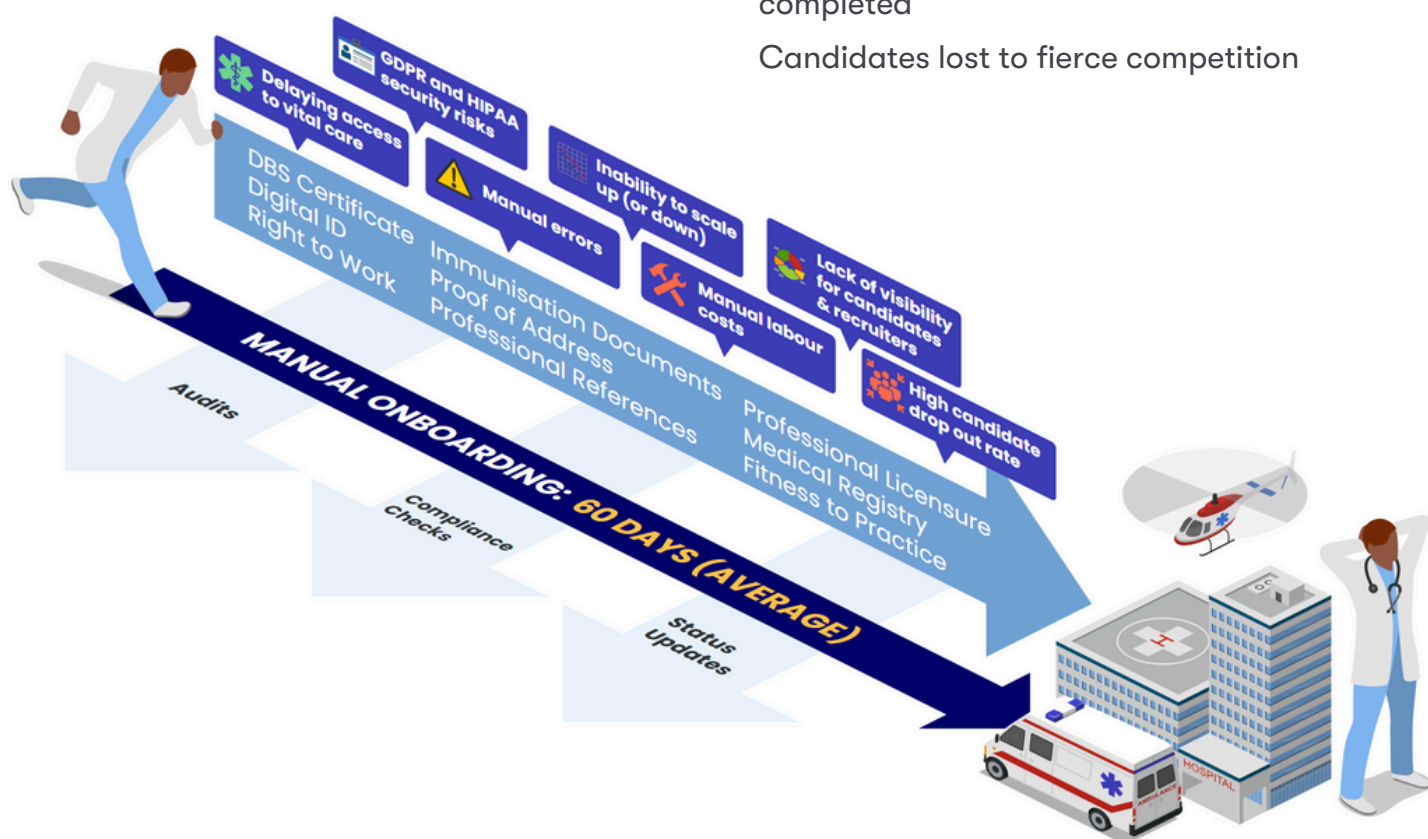
## Compliance Risk

- Employers have to perform constant tracking and rechecking of 20+ critical credentials per employee
- That is 20,000 credentials to track across hundreds of sources live if you have 1000-staff
- Each piece has to be rechecked every 1-3 years
- Delay between someone received a sanction or criminal record or an expired prescription license and the time it is identified can cause a gap where payors will not pay for the care provided for an unqualified period for provider
- Regulators e.g. CQC (in UK) or Joint Commission (in US) fines

## Candidate Dropouts

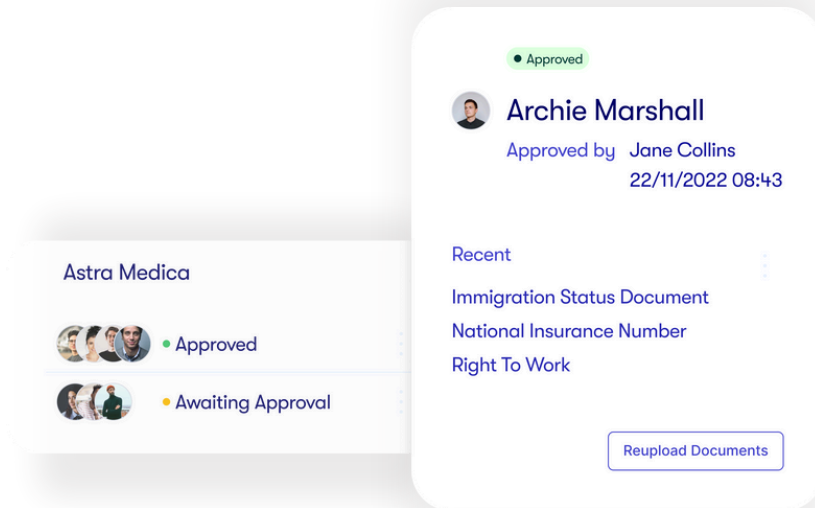
66% of the time onboarding process is never completed

Candidates lost to fierce competition





# The Credentially Solution



## Reduce onboarding from 60 days down to just 6

Your top clinical talent shouldn't be stuck in a bottleneck. Outdated, manual systems slow everything down, create huge admin overheads and delay staff deployment when you need speed the most.

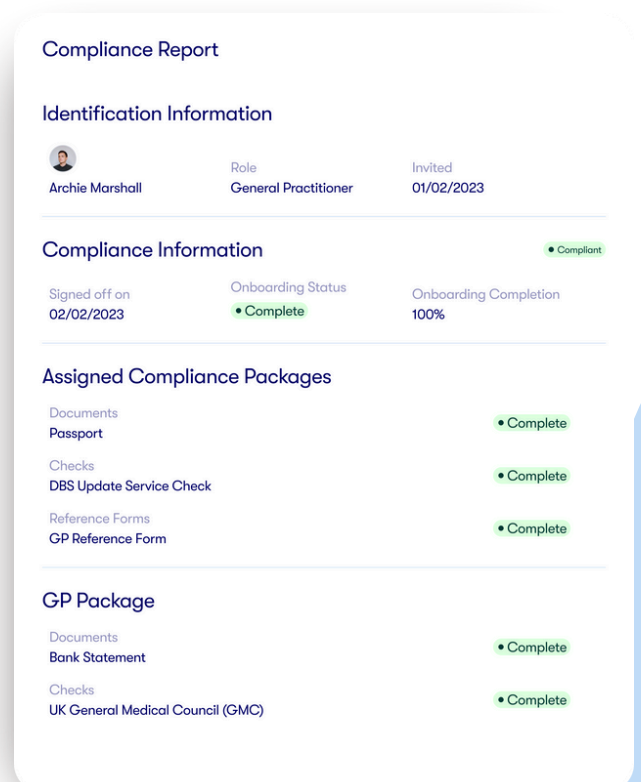
Professional licensure, references and background screening - just a few of the things effortlessly automated with Credentially.

## Get pro-active on compliance, not reactive

As well as automatically re-checking the licensure of your entire staff bank on a daily basis, you'll get real-time alerts ahead of upcoming expiries.

Even better? Clinicians will get the same alert and can resupply new documents themselves without any chasing from your compliance team.

- ✓ Filterable staff bank showing all compliance statuses
- ✓ Instantly generate detailed, audit-ready reports
- ✓ Automatic tracking of every expiry date







# Onboarding

## Instant Pre-Employment Checks

Stop chasing paperwork and waiting on slow verifications. Credentiaally automates it all, ensuring every candidate is fully compliant before they start.

- ✓ Candidates upload documents directly to the platform
- ✓ Automated verification runs in real-time
- ✓ HR teams receive instant updates on candidate status



## Right to Work Verification

Manual right-to-work checks slow hiring and increase risk. Credentiaally automates document verification, ensuring all staff meet legal requirements.

- ✓ Candidates upload ID and work authorisation documents
- ✓ AI-driven OCR scans and verifies authenticity
- ✓ Instant compliance confirmation, reducing admin workload

## Flexible Compliance Options

Different roles require different compliance. Credentiaally customises workflows, so every onboarder's journey is neatly optimised.

- ✓ Set predefined compliance pathways based on job role
- ✓ Automate document requests and verification
- ✓ Ensure each candidate meets specific job requirements



## Automated Reference Checks

Reference checks are one of the biggest hiring bottlenecks. Credentiaally ensures fast responses with minimal admin.

- ✓ Candidates submit referee details directly to the platform
- ✓ Automated requests are sent with simple response options
- ✓ HR teams receive completed references in real time



# Compliance



## Real-Time Compliance Alerts

Manual document verification is inefficient and prone to errors. Credentially's OCR technology scans, extracts, and verifies data instantly.

- ✓ Automated notifications for expiring credentials
- ✓ Custom reminders based on role and requirements
- ✓ Stay ahead of compliance risks and avoid penalties

## Centralised Data

Make scattered spreadsheets a thing of the past. Our secure data hub stores compliance information in one place, giving compliance teams (and auditors) a tidy view of all records.

- ✓ All staff credentials stored securely in the cloud
- ✓ Instant access to up-to-date compliance data
- ✓ Easy retrieval of documents for audits



## Intuitive Dashboard Overview

HR teams struggle to get a clear view of workforce compliance. Credentially's intuitive dashboard provides a real-time overview, so you always know who is up to date and who needs attention.

- ✓ Simple traffic light system for compliance status
- ✓ Quick filtering by role, department, or location
- ✓ Instant insights to stay ahead of compliance issue

## Automated, Audit-Ready Reports

Preparing compliance reports manually is time-consuming and prone to errors, making audits stressful and inefficient. Credentially generates instant, audit-ready reports that meet CQC, NHS, and other regulatory requirements, ensuring you're always prepared.

- ✓ Generate fully compliant reports in seconds
- ✓ Customise reports based on department, role, or date range
- ✓ Ensure 100% audit readiness with accurate, real-time data





# Results

## Delivering on the metrics that matter

### Just 6 Days

The average speed of Credentially onboarding (industry average 60 days)

### 80% Dropout Reduction

Slow, manual onboarding = lost talent

### 68% Less Manual Admin

Focus on the tasks that matter, not paperwork

### 113,000 Happy Clinicians

Onboarded with Credentially so far (and counting)



"We find it is obviously a lot easier when it comes to audit time that you don't have to scramble through a million spreadsheets, and auditors love automated compliance (especially when every single action that's been taken within a system is all logged.)"

Jessica Strotton, HR Business Partner, Psicon



"The capability to manage more healthcare professional credentialing and placements without increasing our staff has been transformative."

Brittany Riesenbergh, Director of Compliance, Health Carousel



"With the help of Credentially, I've actually managed to onboard a framework clinician within 24 hours. One of our candidates said it's the best system they've ever worked with."

Afifa Sadar, Head of HR and Compliance, Merco