

# Enabling Rural Hospitals with Smarter Contracting

The Rural Collaborative, a membership-based organization supporting 28 rural hospitals, needed to improve its contract review process. Each contract had the potential to impact dozens of stakeholders, making accuracy and efficiency non-negotiable. With a small contracting team and a high volume of diverse contracts, they found an effective solution in LegalOn's AI-powered platform.

## Challenge

Tianna Fallgatter wears a lot of hats for The Rural Collaborative—she is a contract specialist and the Director of Business Development. Tianna is responsible for managing all third-party contracts—including NDAs, MSAs, SaaS agreements, and shared purchasing deals. Every contract negotiation starts from the vendor paper, requiring hours of manual review and redlining.

“We don't have templates, so every contract is new. It's a time suck, and the risk of missing something critical is high,” Tianna shared.

The growing volume of agreements—each potentially impacting all 28 member hospitals—demanded a more efficient and risk-aware approach. Tianna and her assistant Kaley faced significant challenges managing contracts for the organization:

- **Manual review process:** Each contract required extensive line-by-line review
- **Diverse agreement types:** Tianna and Kaley manage MSAs, NDAs, BAAs, SaaS agreements, and other specialized contracts
- **High risk of errors:** Missing critical clauses previously resulted in substantial financial losses
- **Time constraints:** Contract review consumed entire workdays, competing with Tianna's many other responsibilities

Before LegalOn, reviewing and redlining a single contract could take Tianna a full business day, limiting her capacity to handle the organization's growing contract needs.



<b>Company Size</b>	28 Member Hospitals
<b>Industry</b>	Healthcare   Rural Hospital Network
<b>Contract Types</b>	NDAs, MSAs, BAAs, SaaS agreements, interlocal agreements, shared purchasing contracts, rebate agreements, and more



**TIANNA FALLGATTER**  
DIRECTOR OF  
BUSINESS  
DEVELOPMENT

**“I love using LegalOn Assistant for non-standard agreements, I just describe the scenario, and LegalOn shows me what's missing and how to fix it.”**

LegalOn's  
Impact

3x

faster contract reviews

\$100K+

worth of risk mitigated

## Solution

The Rural Collaborative turned to LegalOn for its comprehensive contract review capabilities and AI-powered assistance. The platform offered several key advantages:

- **AI-powered analysis:** LegalOn Review instantly surfaces missing or high-risk clauses, helping Tianna focus on what matters most in every contract. Rather than manually parsing dense legal language, she now gets instant visibility into red flags.
- **Comprehensive playbooks:** For standard contract types like MSAs, BAAs, and NDAs, LegalOn's pre-built playbooks automate clause checks and flag any inconsistencies.
- **Version Control with Compare:** The Compare feature highlights every change between contract drafts, helping the team avoid costly mistakes and ensure final versions match what was approved.
- **LegalOn Assistant:** With simple, customizable prompts, Tianna uses Assistant to assess non-standard documents—like “letters of commitment”—and explore risk factors based on real scenarios. She often asks Assistant what terms might increase liability or what’s missing for a customer like her.
- **Searchable repository:** With LegalOn’s organized folder structure and version chains, the team can track every contract’s history and maintain clarity across dozens of active agreements.

“I love using LegalOn Assistant for non-standard agreements,” Tianna said. “I just describe the scenario, and LegalOn shows me what’s missing and how to fix it.”

LegalOn has also helped prevent future contract errors by flagging changes that could otherwise go unnoticed. Tianna recalled an experience where a vendor altered contract terms before signature, resulting in a six-figure revenue shortfall. “Now, with LegalOn Compare, I can catch changes instantly,” she said. “It’s a safety net that protects us from ever repeating that kind of oversight.”

## Implementation

Implementation was quick and seamless. LegalOn’s intuitive design allowed the team to get started immediately, while onboarding support from their Customer Success Manager made the transition easy.

Tianna created organized folders for each contract, and both she and Kaley quickly adapted to features like AI Review, version tracking, and general terms guidance. “The onboarding team was fantastic—super friendly and knowledgeable,” Tianna said.

## Results

Since implementing LegalOn, The Rural Collaborative has experienced significant improvements:



### 3× faster contract reviews

Tianna now completes a review in just 3–4 hours instead of an entire day. On dedicated “contract days,” she can review and redline up to three contracts in the time it previously took to handle one.



### No costly contract changes

With LegalOn’s Compare feature, Tianna can spot and correct unauthorized edits before signature—avoiding errors that once led to significant revenue loss.



### Reduced risk, increased confidence

LegalOn proactively flags missing terms and high-risk clauses, ensuring that every agreement is both compliant and favorable to Rural Collaborative’s interests.



### Smarter operations

By using LegalOn to batch contract work into focused review blocks, Tianna and Kaley have improved throughput without sacrificing quality.

**LegalOn has become very valuable in quickly identifying what's missing and helping me insert what should be added. It has helped me identify risk much better, in areas I may have completely missed before.**

**TIANNA FALLGATTER**  
DIRECTOR OF BUSINESS DEVELOPMENT

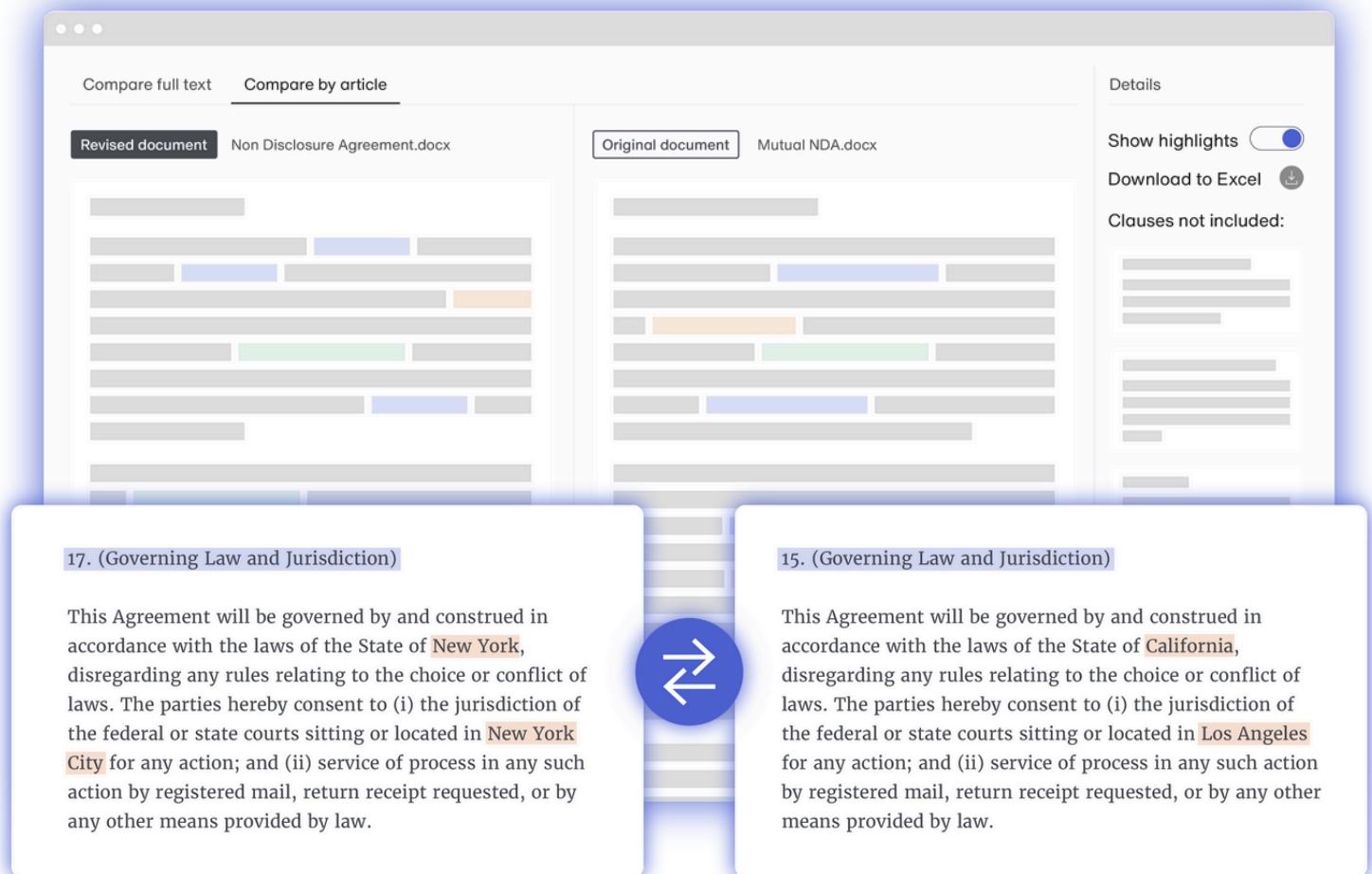
## The Game-Changer: LegalOn Compare

The Compare feature has been critical to ensuring vendor edits don't slip through unnoticed. Previously, a vendor changed agreed-upon terms, costing the organization six figures. With Compare, Tianna now reviews changes in minutes instead of manually scanning documents line-by-line.

"It gives me total confidence. I can check final versions in five minutes instead of thirty. It's a lifesaver."

## Looking Ahead

Tianna plans to expand LegalOn's role by building out custom playbooks. The team is also evaluating CLM platforms and hopes to eventually offer contract management services to member hospitals, with LegalOn as a key pillar of that offering.



The screenshot shows the LegalOn Compare interface. It features two main panels: 'Revised document' (Non Disclosure Agreement.docx) and 'Original document' (Mutual NDA.docx). The interface highlights differences between the two documents. Below the screenshot, two callout boxes provide a detailed view of a specific clause difference.

17. (Governing Law and Jurisdiction)

This Agreement will be governed by and construed in accordance with the laws of the State of **New York**, disregarding any rules relating to the choice or conflict of laws. The parties hereby consent to (i) the jurisdiction of the federal or state courts sitting or located in **New York City** for any action; and (ii) service of process in any such action by registered mail, return receipt requested, or by any other means provided by law.

15. (Governing Law and Jurisdiction)

This Agreement will be governed by and construed in accordance with the laws of the State of **California**, disregarding any rules relating to the choice or conflict of laws. The parties hereby consent to (i) the jurisdiction of the federal or state courts sitting or located in **Los Angeles** for any action; and (ii) service of process in any such action by registered mail, return receipt requested, or by any other means provided by law.

**Sign up today and experience a smarter way to review contracts.**

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