HOW A Scribe CAN IMPROVE YOUR LIFE!

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LEARNING OBJECTIVES:

• The participant will learn ways to use a medical scribe in daily practice to assist documentation of visits while boosting efficiency.

• The participant will learn ways to improve the quality of the physician-patient encounter while improving the bottom line of their practice.

• The participant will learn other advantages of the medical scribe such as meeting meaningful use and incentive based payment requirements.

• The participant will be advised of regulatory and government requirements in the use of medical scribes.
WHAT IS A MEDICAL SCRIBE?

- Definition
- License Requirement
- Live vs Virtual vs Technological Scribes
WHO NEEDS A MEDICAL SCRIBE?

- Are you drowning in data entry?
- Are you spending quality time with the patient?
- Are you meeting all meaningful use and incentive payment documentation requirements?
- Are your documentations accurate, complete and performed timely?
- Are your A/R days as optimal as they can be?
- Are there practitioners in your practice "handicapped" by documentation and chart completion?
- Are you losing charge capture due to poor documentation and coding practices?
WHO NEEDS A MEDICAL SCRIBE?

- Are your patient satisfaction scores low due to less patient eye contact and perception of “looking at the computer”?
- Would you like to improve your bottom line that has been reduced due to required documentation?
- Would you like to have time back in your day and improve the quality of your life?
IF YOU ANSWERED YES TO ANY OF THESE THEN BOTH YOU AND YOUR PRACTICE CAN BE SAVED WITH A MEDICAL SCRIBE !!!!!
ADDITIONAL ADVANTAGES OF A MEDICAL SCRIBE

• Chaperone
• Navigating the EHR during the patient encounter
• Data Entry of external tests, labs, consults
• Handout generation meeting medical home standards
• Documentation of procedures such as cerumen removal; I and D; coordination of care; time spent in a visit
• Assists in call backs to patients
• Documentation of calls from hospitals and other providers
• Assists in chart updates such as hospitalizations, family history, problem lists
ADDITIONAL ADVANTAGES OF A MEDICAL SCRIBE

- Allows practitioners to efficiently see more patients
- Improves workflow and patient time spent in the office
- Improves practitioner's eye contact and view of patient’s body language and tuning in to concerns for the visit
- May improve diagnosis and treatment plans
- Allows review of previous patient encounters
POTENTIAL DISADVANTAGES OF MEDICAL SCRIBES

• Cost; salary, technology, training
• Added person in the exam room
• Patient able to communicate in honesty
• Rapid candidate turnover
• Acceptance of workflow changes in your practice by others
• Practitioners need to supervise the documentation for completeness and accuracy
• If a scribe becomes suddenly unavailable will the practitioner be able to function
WHO CAN BE A MEDICAL SCRIBE?

- Licensure
- Joint Commission
- ACCIM
- Onsite hiring versus contracted services
- Job description
WHAT CAN A MEDICAL SCRIBE DOCUMENT?

- VS
- HPI, ROS, FH, PSMH, PE
- Assessment and Plan
- Entering of labs and tests
- Medication Lists
- Progress notes
- Update Care Plans for PCMH
- Coordination of Care
AUTHENTICATION PROCESS

• Because scribes enter information as if they were a practitioner they are held to very different standards and log on abilities than your other staff

• Authentication of their documentation and signature must be standard and in each note with date and time (in PCC EMR the date and time is not printed on note but recorded in audit log if needed and does show up in the last answer memory stamp – see next slide)

• There also must be attestation by the practitioner using the scribe in each note with date and time (in PCC EMR the date and time is not printed on note but recorded in audit log if needed and does show up in the last answer memory stamp – see next slide)
Example of Scribe Attestation in the protocol

Example of Scribe Protocol added

Here is example of a “scribe” title

This is where the MD attests

Wording important! “Any additional notation by me as the performing physician overrides information documented by Scribe.” this way can make additions later without asking the scribe to change anything.

This is what looks like in a printed note

This is how looks while doing note.
MEDICAL SCRIBE IN YOUR PRACTICE

- Candidate Recruitment for a Medical Scribe
- Common skills needed for a Medical Scribe
- Medical Scribe as Clinical Assistant
- Job Description
- Scribe Policy Document
- Budgeting for a Scribe
- Training a Scribe
- Monitoring Scribes
- Communication to staff and patients in onboarding scribes into your practice
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Get in touch at mdinct@aol.com for more information on adding scribing to your practice