

HOW A SCRIBE CAN IMPROVE YOUR LIFE!

JEANNE MARCONI, M.D.

MANAGING PARTNER, THE CENTER FOR ADVANCED PEDIATRICS

SOAPM EXECUTIVE COMMITTEE

COMMITTEE ON CODING/NOMENCLATURE, EXECUTIVE ADVISORY BOARD

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 loosing 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)

Visit: 06/08/17

Lactation Follow Up - Infant TCF..

Informing Relationship

Chief Complaint

CC followup

Vitals

Infant Weight Tracker

Growth Charts

General History (HPI)

Prenatal/Delivery History

Lactation/Feeding History

Record results of newborn s...

ROS- Baby

Problem List

Social History

Allergy Notes

Medication (Baby and/or Mo...

Breastfeeding Observation

Observation of/assistance w...

Physical Exam

Diagnoses

Assessment Lactation

Plan

Lactation Plan Infant

Wellness Counseling

Time of visit

Orders

EPNQ

Lab

Immunizations

Followup

Scribe Attestation

PCC EHR

SEARCH

FIND

Medical Summary

Demographics

History

Visit History

Immunization History

Flowsheets

Growth Charts

Documents

PCC eRx

Visit: 06/07/17

OV ESTB TCFAP

Scribe Attestation

Scribe Attestation

Appointment Details

Provider: Jennifer I. Moore, MD, IBCLC

Appt Note: lump on breast

Scribe Attestation

✓ Scribe attestation: Documentation was prepared by this writer acting as scribe for provider signing note
Melissa Fraher [Melissa Fraher, APRN]

✓ Physician attestation: All medical record entries made by the scribe were at my direction. I have reviewed the chart and agree that the record accurately reflects my personal performance of the history, physical exam, medical decision making and the course of visit for this patient. Any additional notation by me as the performing physician overrides information documented by Scribe

Select All

Scribe attestation: Documentation was prepared by this writer acting as scribe for provider signing note

Last Answer 08/02/2016: "Lauren Kratky" [Lauren Kratky, Scribe]

notes

Physician attestation: All medical record entries made by the scribe were at my direction. I have reviewed the chart and agree that the record accurately reflects my personal performance of the history, physical exam, medical decision making and the course of visit for this patient. Any additional notation by me as the performing physician overrides information documented by Scribe

Jennifer Moore, MD

[Name]

notes

This is how looks while doing note.

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.

Example of Scribe Protocol added

Example of Scribe Attestation in the protocol

Scribe "signature"

This is what looks like in a printed note

MD "signature"

Scribe Attestation

✓ Scribe attestation: Documentation was prepared by Beth Iovinelli acting as scribe for provider co-signing note
Beth Iovinelli [Beth Iovinelli, RN, IBCLC; Scribe]

✓ Physician attestation: All medical record entries made by the scribe were at my direction. I have reviewed the chart and agree that the record accurately reflects my personal performance of the history, physical exam, medical decision making and the course of visit for this patient. Any additional notation by me as the performing physician overrides information documented by Scribe

Jennifer Moore, MD [Jennifer Moore, MD]

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