

Questions and Answers

May 28th, 2026 | PCC Scribe Informational Weblab

How does the component on the default Scribe Template interact with my existing protocols? Do I have to add a new component to my protocols?

If the component you selected is part of your protocol, the data will go into it where it exists in the protocol. If the component you selected is not part of the protocol, the component you selected will be added to the top of the protocol.

Can the Scribe-friendly components be interwoven into an existing protocol? For example, in a well child protocol with different radio buttons, drop down components, can you get scribed note sections to insert at the top, in the middle, and at the bottom with a single transcript?

The first version of PCC Scribe can only fill out “Generic Text Edit” components (aka “the big text boxes”). In regard to being interwoven: If your template fills out component HPI and then Assessment and then Plan and your protocol has all three of these, it will fill them out wherever they normally appear in the protocol. If any of these are missing from the protocol, the ones that are missing will be added to the top.

Can you speak info into the Context box or only type?

You can only type into the Context and Instructions box, but you can use the Listen button to dictate context and instructions into the transcript, which is submitted as part of the request to generate the draft note.

How does this work if the providers are interested in Scribe? Will we need to register for it? What does it cost?

Yes, you'll need to connect with us to get it added to your PCC Care Plan. There's a subscription form and Fine Print Addendum that we'll send you. There's an implementation fee that's calculated per practice, and the monthly subscription is \$50/qualifying provider/month

Does it translate? Can it handle multiple languages?

PCC Scribe can transcribe conversations in different languages, but should not be used as a replacement for a medical interpreter. Regardless of the language that was transcribed, you can generate a note in English. While it is possible to create Scribe templates that generate notes in other languages, PCC strongly advises against doing so if you cannot personally review and attest to the accuracy of those notes. Reference:

https://learn.pcc.com/help/use-pcc-scribe/#Chart_Multilingual_Visits

Does the AI learn over time?

No. All adjustments are handled by making changes to the instructions in your templates. It's actually important for HIPAA that the Scribe does NOT automatically "learn." In order to ensure that it is secure, there is a "zero data retention policy". The only information PCC passes to the LLM is as follows: the visit transcript, context and instructions, the doctor's name, the patient's age, the patient's pronouns (if marked public in the chart), the length of transcription time, the day of the week, and the date. Reference:

https://learn.pcc.com/help/pcc-scribe/#Data_Privacy_and_Security

Is the cost all or nothing if some of your docs want it but not all?

The cost structure is fixed. Most practices have fewer qualifying providers than there are Scribe users, so there end up being users who get to access PCC Scribe for free.

When creating a template, can you set up "normal" default exam notes that will change if the examiner speaks out loud the abnormal findings on exam?

In the default template you'll see a format in the Physical Exam section that may work for this where we say to report "Clear" or to report the issue if there is one.

If one person creates a template is there a simple way to transfer it to 40 or so providers?

Each user can "copy" templates from the person who created the template.

How do we find out our qualifying provider count? Can we see that in PCC?

The person who handles your PCC invoices can see that information on the invoice. If you have specific pricing questions, get in touch and we can run the numbers for your practice!

Can you ask the scribe to insert a snap text verbally or do you have to insert that while reviewing the note? Can it generate a lab or x-ray order?

PCC Scribe cannot currently place orders. PCC Scribe can currently only fill out Generic Text Edit components (aka “the big text boxes”). It is not currently aware of Snap Text but you can include text that you want printed within the templates.

We currently have protocols I.e. sick visit or med visit etc; when using the template-SOAP note default template, is that incorporated into the existing protocol or is this a stand alone note.

SOAP Note default is intended as a “quick start” and a “fall back” if you have no other template. You are able to create templates that are more 1:1 to your protocols if you like.

Can we see a start-to-finish example of a sick visit? It would be nice to see how many clicks this process takes and how long it takes to generate a note with the Scribe versus how long it takes to do a note without it.

There is a video on PCC Learn starring Erica and Brian where they go through a sick visit (with some added discussion of the process itself) in this way. You can watch it here:
<https://learn.pcc.com/help/see-pcc-scribe-in-action/>

How well does the scribe handle accented English?

In our testing, fairly well.

When using my current AI scribe tool for well visits I was able to set up the scribe to default to normal age appropriate development if that particular aspect of development was not discussed during the visit and I set it up to mimic how PCC’s developmental section appears in the well protocol. Will I be able to set that up using PCC’s scribe?

If your protocols are age specific, you may find it helpful to create a specific template per protocol so that you can include your special age-based language for each. The “Clone Template” feature could be helpful when developing these.

Since a microphone is needed, I assume everyone will be using either a computer with a microphone in the room, or a laptop. Will there be options for mobile devices in the future?

We believe people are mostly using their laptops currently. We look forward to expanding the capabilities of PCC Scribe!

Our protocols have a lot of radio and click boxes. Will we have to redo those parts of the protocol?

PCC Scribe cannot currently fill out radio and click boxes (we look forward to growing that!). If you dictate the information that normally goes in those types of components, the information can be added to your note (in a Generic Text Edit box) but it won't fill out the radio and check boxes. You'll need to decide if it's important to you for this information to be discrete or not.

Will it pick up if you are on a telehealth appointment on the same computer as using PCC Scribe? Can it hear the computer audio?

It depends on your telemedicine platform. Our official line for now is: Try it and see if it works! But we don't have official support for telemedicine yet, as different platforms have different microphone requirements.

Can I easily see on the note generation page the total time of the visit if I am billing by time?

We added the length of transcription time as a piece of data that gets passed to the LLM, so you should at least be able to have that included in the note.

Similar to the protocol library, do you plan on collecting and sharing some Scribe templates?

Yes. We are currently working on some documentation with some example templates for different types of visit reasons.

Can the nurse manually fill in the radio (this is why we have them) and then the doctor go in and use the AI scribe?

Absolutely. Using PCC Scribe doesn't remove anything from the protocol. The radios and checkboxes that are normally there will still be there and usable by anyone.

Which LLM did you use?

PCC has a BAA with Gemini Enterprise, which ensures zero retention, HIPAA compliance, and no training on your data.

Is there a way to try the product before committing?

Because we found that a practice's success and satisfaction with an integrated scribe really depends on a meaningful implementation, we're not offering free demo periods. We want practices to start with a configuration that actually reflects how their providers document care. The implementation process includes setup and personalization work with your Client Advocate so PCC Scribe feels useful from the beginning, rather than generic. However, we understand that you want to see PCC Scribe in action before committing. We're hosting more Informational Weblabs that will include a live demo, plus lots of Q&A with the development team, and hopefully a practice or two who is already using it. Additionally, we don't require a specific commitment term; you can cancel without penalty any time (we do need 90 days' notice--so technically we commit you to a 3-month term).

Is there a way the Scribe could record a discharge time under Appointment Details?

PCC Scribe cannot currently add to or change the Appointment Details.

When will this be available to sign up for?

After June 7th.

What is the set up cost?

There is an implementation fee that is calculated per-practice, and a monthly addendum to your PCC Care Plan subscription calculated at \$50 per qualifying provider. Specific pricing questions for your practice can be addressed to PCC Support.