

Get Started with PCC Scribe



Erica Greenwood
Jennifer Marsala
Nick Meunier

Course Objectives



Grow your understanding of the Scribe solution



Know how to get your practice started with PCC Scribe



Learn how to configure the Scribe in PCC EHR

Course Overview

 Introduction

 Scribe Demo
Q&A via **slido**

 How to Get Started
From signing up to configuration

 Q&A via **slido**

Introduction

What is PCC Scribe?

An *integrated* ambient AI scribe that

- Listens to your visit
- Generates a draft note, structured and formatted to your preferences
- Allows you to review and edit the draft note
- Updates the designated component(s) in the chart with the final note

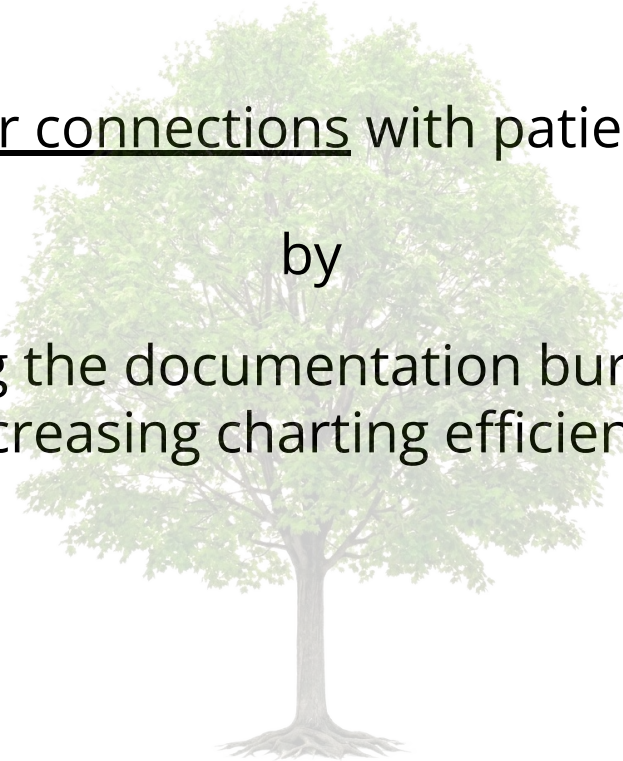
Introduction

Why did PCC integrate a Scribe in PCC EHR?

To enhance your connections with patients and families

by

reducing the documentation burden and
increasing charting efficiency



Introduction

What value will PCC Scribe add to my practice?

If you're *not* already using an ambient scribe...

- More face-time and enhanced connections with patients/families
- Increased charting efficiency

If you're already using an ambient scribe...

- Reduced overhead of copy/paste from your tool into PCC EHR
- An *integrated* solution that is part of your workflow in PCC EHR

Introduction

Research

In 2025, the idea of an integrated scribe solution in PCC EHR was just a seed.



PCC's dedicated research team had *a lot* of questions.

Introduction

Research

To learn more, PCC's research team:

- talked to many of you!
- talked to third party vendors about their ambient scribe solutions.
- built a prototype and used it to gather data.

Introduction

Research

Conclusion:

A PCC-built ambient Scribe solution

- is feasible

- will offer the most tightly *integrated* experience

Introduction

Goals for PCC Scribe in 11.0

-  Transcribe conversations in PCC EHR
-  Turn transcriptions into draft notes
-  Provide ways to customize draft notes as well as their destinations in the patient chart
-  Incorporate a finalized note into the patient chart into one or more components

Introduction

FAQ

Will I be forced to use PCC Scribe?

- Use of PCC Scribe is optional for practices.
- For practices that enable PCC Scribe, individual use is also optional.

Will my data be shared or sold?

Data shared with the third-party LLM service for purposes of generating a draft note is not retained, sold, or used to train models.

Scribe Demo

Scribe Demo

Q&A via **slido**

slido

PCC Scribe 2

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How to Get Started

If you are a fully onboarded PCC EHR Client:

- Contact PCC Support
- Reach out to your Client Advocate

If you are currently onboarding with PCC EHR:

- Reach out to your Implementation Specialist





Know When to Use PCC Scribe

Visit Encounters Only

PCC Scribe **can** be used in the context of any visit protocol in PCC EHR

- At this time, PCC Scribe **cannot** be used in non-visit encounters. (phone notes, portal messages, billing encounters, and eRx-only encounters)

In-Person Visits and Sometimes Telemedicine

PCC Scribe **can** be used in the context of in-person visits

- Depending on your telemedicine platform, PCC Scribe **may** work

Transcription Available on Local PCC EHR Installations Only

- PCC Scribe **can** transcribe audio on local installations of the PCC EHR application





Rules

In general, your practice should consider how to:

- Inform patients that clinicians and staff use a tool that transcribes audio
- Obtain and document patient consent to transcribe audio
- Make it clear to patients when you are transcribing audio
- Ensure that clinicians and staff are consistently reviewing scribed notes for accuracy, and completeness before inserting them into patient charts



Risks

- Control Over Mechanisms of Action
- Storage of Conversation Records
- Audio Processing
- Transmission of Data to a Third Party
- Presence of Draft Data

Review Your Policies and Procedures

For example, if your state requires you to obtain consent:

- Add a Consent to Record form to your new patient intake
 - *You may need to obtain and document patient consent at every visit, if your state has strict regulations*

If your state simply requires that you inform patients that you use an audio transcription tool:

- Update your Notice of Privacy Practices to disclose your practice's use of ambient scribe technology

If your legal counsel advises you that your malpractice insurer should be notified:

- Reach out to your insurer for guidance before using PCC Scribe

If PCC Scribe will change your standard operating procedures, such as how medical assistants conduct patient intake,

- Update your internal documentation for new employee training





Template Configuration Approaches

- Individualized Templates
 - Each clinician creates their own templates
- Shared Templates
 - One or two superusers design PCC Scribe templates that all users copy
- A Mix of Individualized and shared
 - One or two superusers design PCC Scribe templates that all users copy, but clinicians can create their own templates

Pricing and Contract Process

Implementation Fee

Calculated on a per practice basis

Monthly Subscription

\$50 / mo
per qualifying provider

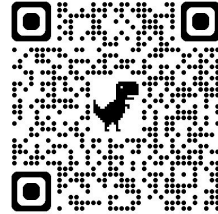
Note: The \$50/mo/provider will be charged regardless of the actual number of providers using PCC Scribe at the practice.

For practices not using EHR client, PCC may adjust implementation and subscription fees.

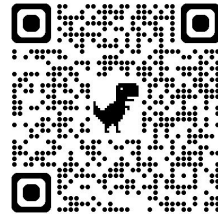
Questions about pricing? Contact Sales via FreshDesk or sales@pcc.com

Resources

Watch the demo: [See PCC Scribe in Action](#)



Visit Learn.pcc: [Chart Hands-Free with PCC Scribe](#)



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Course Wrap Up

What's the future of PCC Scribe?

PCC Scribe will grow!

Course Wrap Up

Reminders

- 🌸 Contact your Client Advocate to get started with PCC Scribe.
- 🌻 Please complete the course survey!