SCRIBING SERVICES

Our virtual medical scribe is an ambassador for clinical documentation tools, allowing clinical end-users to focus on what they were trained to do: provide patient care.

The demands on clinicians to document in the EHR to meet Meaningful Use requirements have pulled them away from patient care, making them primarily data entry technicians. To alleviate the increase in documentation requirements hefted on the clinical end-user, our team provides a virtual medical scribe that improves EHR engagement, while humanizing the focus on patient care. We have developed a technology-based Medical Scribe platform that leverages the best of the EHR and M*Modal's suite of technologies to improve clinical documentation and patient satisfaction.

THE CHALLENGE

Traditional medical scribing programs are designed to remove the clinical end-user from the EHR, making them dependent on an assistant to properly document the patient encounter. This methodology forces the end-user to partner with a non-clinically trained assistant, which results in:
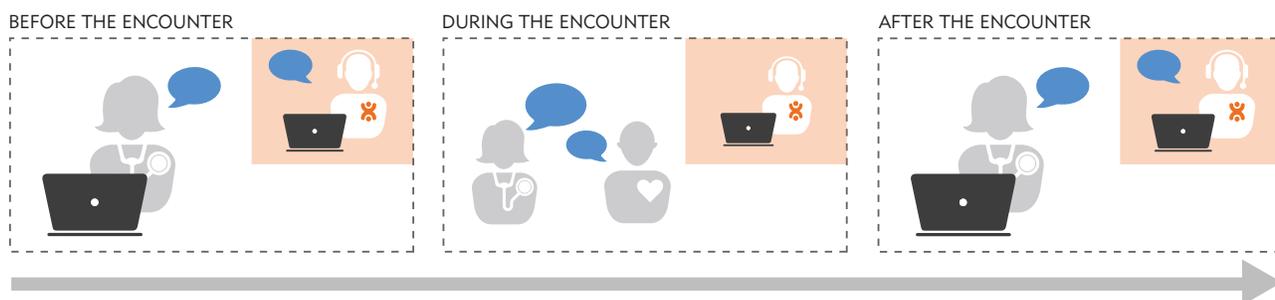
- High cost with an unreliable return on investment
- High turnover rate of medical scribe resources
- Poor and/or inconsistent documentation practices
- Trusting documentation of medical decision making in an untrained scribe
- Increased end-user dependency on the medical scribe for clinical documentation
- Exposure of a non-clinically trained employee to the clinical environment

THE SOLUTION

Creating and maintaining a quality medical scribe team is a complex and ever-changing endeavor, requiring organizations to seek other ways to provide assistance to their clinical end-users. To successfully adapt to the ever changing requirements of clinical documentation, M*Modal uniquely offers a solution which provides a clinical documentation assistant that reengages the clinical end-user to the EHR by leveraging technology, while improving clinical documentation and patient satisfaction.

Only M*Modal provides unique solutions of utilizing a virtual medical scribe, while integrating our suite of technologies, including Fluency Direct, CDI Engage, and CAPD. Our solution provides end-users with an ambassador to integrate your suite of EHR technologies, allowing your end-users to get the most out of the investment made in clinical documentation tools. Our medical scribe does the heavy lifting of properly documenting the patient encounter for billing and compliance purposes, while allowing the clinical end-user to focus on patient care.

Real Time, Virtual Scribe: We provide your clinical end-user with a medical scribe, remotely, to follow them throughout patient visits. While the end-user is interacting with the patient, our Virtual Scribe is documenting the encounter directly into your EHR. This resource is using CDI tools to document accurately, consistently, and efficiently, creating the best note the first time. After the visit, the Virtual Scribe and the clinical end-user will collaborate, confirm the accuracy of the documentation, and add any additional items before finalizing encounter.

BEFORE THE ENCOUNTER   DURING THE ENCOUNTER   AFTER THE ENCOUNTER

Asynchronous, Virtual Scribe: We provide your clinical end-user with a medical scribe, remotely, who listens to a cloud-based audio file recording of the patient/clinician encounter. Unlike traditional medical transcription, the Virtual Scribe reviews the audio file within 24 hours and documents the encounter directly into the EHR, carefully separating and documenting subjective and objective findings. As with the real-time solution, this resource is still utilizing CDI tools to document accurately, consistently, and efficiently, creating the best note the first time. The completed patient encounter appears as an unsigned/unfinished document in the EHR in-basket for the clinical end-user to review and finalize.

This solution offers what no medical scribing program can:

- Leverage industry leading billing and coding tools in real-time

- Allow a medical scribe to be utilized in any environment: outpatient or inpatient facilities, rural locales traditionally inaccessible to medical scribes, and end-users moving between healthcare facilities

- Provide experts in the supported EHR, supporting continuing education and optimization to your clinical end-user

- Successfully marry the benefits of front-end voice recognition, like Fluency Direct, with the benefits of a medical scribe, ensuring the most accurate chart and the best patient care

To find out more, visit our website at mmodal.com or contact us at 866-542-7253.

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