

# 🏥 ClinicTracker

## Clinical Scribe, Powered by AI

### FREQUENTLY ASKED QUESTIONS

#### What is Clinical Scribe?

ClinicTracker's Clinical Scribe brings your practice into the future. Payers are consistently changing guidelines, and AI is being used to analyze clinical documentation and challenge levels of care.

Clinical Scribe provides an AI scribe to each member of your note-taking staff. The scribe joins a live session with patients and enables the provider to create a summary of their session. Individualized and consistent documentation in compliance with payer and licensure requirements helps keep your organization compliant and audit ready.

Fully integrated into ClinicTracker's user interface, the rollout is easy, and the value is quickly realized. *Welcome to the future.*

#### How does Clinical Scribe support compliance?

Informed consent is required to record live sessions; we provide a template for client distribution. The same BAA you already have in place with us maintains HIPAA compliance.

#### How does Clinical Scribe ensure patient confidentiality?

We prioritize the confidentiality and security of patient data by employing advanced security measures that comply with HIPAA regulations. We do not store audio data or use client data for any other purpose than to provide transcription. This commitment helps maintain the trust integral to the therapist-patient relationship.

#### Can Clinical Scribe be used during live sessions?

Absolutely! Our AI can join live in-person or telehealth sessions to provide real-time capture and transcription. In addition, you can dictate your summary after the session, or even upload recording files.

#### What types of documentation does Clinical Scribe support?

Each ClinicTracker template and discrete field can be completed by Clinical Scribe. This includes intakes, assessments, treatment plans, progress notes, discharge summaries, utilization reviews, and any other custom templates you create within ClinicTracker. You can instruct the AI to write based on your specific state's standards, ensuring your documentation meets your unique guidelines. The onboarding team will assist in aligning outputs with your practice standards. This takes a bit of fine-tuning initially, but will lock-in consistency and individuality for each document created.

#### Can Clinical Scribe be used on mobile devices?

Yes, we support usage across various devices, including PCs, Macs, tablets, and smartphones. This feature can be easily accessed via the ClinicTracker EHR user interface on your device.

## FREQUENTLY ASKED QUESTIONS

### What type of training and support will we have access to?

ClinicTracker will manage the rollout of Clinical Scribe including a demonstration of the platform, Clinical Director training, a prompt engineering session (to ensure outputs align with standards), staff rollout training, and periodic Q&A sessions. You will also have access to tutorials and documentation to familiarize yourself with its functionalities.

### What impact will Clinical Scribe have on clinician burnout?

Clinical Scribe will significantly reduce your current administrative burden, creating direct support for burnout prevention and mitigation. By automating documentation, you'll be better equipped to work effectively and efficiently and to fully focus on patient care. By reducing the time spent on documentation, users so far report significantly improved job satisfaction and work-life balance.

### Who can benefit from using Clinical Scribe?

**Quality Assurance and RCM teams:** Once the AI outputs are aligned with payer and compliance standards, the consistency of documentation submission and quality will be streamlined. Chasing clinicians for notes or documentation ends.

**Leadership:** Clinical Scribe will create efficiencies across the organization that align with program design. You can ensure that more days are authorized, levels of care are sustained, documentation is compliant, and your organization scales in line with your goals.

**Clinicians:** Clinicians love to provide care, and they despise heavy loads of clinical documentation (averaging 30% of their time). With Clinical Scribe on board, notes and documents are completed quickly, and administrative burdens are greatly reduced, allowing clinicians to focus more fully on patient care.

**Clients/Patients:** Clinicians have the ability to be fully present in their sessions and focus on providing care, resulting in a more engaged client experience.

### What type of recording device can be used other than a computer?

Bluetooth speakers can be placed in the office. Here are a few we recommend:

**Good:** AIRHUG 01: Conference Speaker and Microphone, Bluetooth Speakerphone - [View on Amazon](#)

**Better:** EMEET Conference Speakerphone M0 Plus - [View on Amazon](#)

**Best:** Anker PowerConf S500 Speakerphone - [View on Amazon](#)

## FREQUENTLY ASKED QUESTIONS

### What should we include in the consent form?

Client Consent to Automated Note Taking Technology

Patient Name: \_\_\_\_\_

Overview:

I consent to the use of a Clinical Documentation Assistance Tool by

\_\_\_\_\_, powered by ClinicTracker's Clinical Scribe. This tool aids in creating accurate clinical notes from your sessions.

Tool Functionality:

- The tool converts our conversations into notes and clinical documentation.
- It uses speech to text technology to create a transcript of our interactions and deletes the transcript once the note or document has been created.

Data Retention Policy:

- Audio is not stored in any system
- Transcripts are de-identified with any personal information and disassociated with the record after 14 days
- Clinicians may save notes for longer as part of your medical record.

HIPAA Compliance and Patient Data Rights:

- We adhere to HIPAA standards, ensuring the security and confidentiality of your health information.
- You have rights under HIPAA, including accessing your records and requesting amendments.

Consent:

By signing, you consent to the use of this documentation tool at \_\_\_\_\_. You acknowledge the data retention policy and understand your rights under HIPAA regarding your health information.

Patient Name: \_\_\_\_\_