Focused patient care.
Comprehensive patient charts.

Nuance Virtual Scribing Services takes care of medical documentation while clinicians take care of their next patient

High patient volumes and mounting documentation requirements are causing healthcare providers to suffer from burnout, especially within busy specialty clinics. When clinicians spend more time on clerical tasks than seeing patients, there is little argument that it infringes on productivity and satisfaction.

Nuance® Virtual Scribing Services assumes the responsibility of creating documentation that populates the EHR. Provider productivity is maximized to not only improve patient care but also improve the clinician experience. By relieving clinicians from their most time-consuming task, specialty clinics can help alleviate burnout while achieving:

– Improved clinician workflow and efficiency
– More engaged care, for a better patient experience
– Greater documentation quality and optimized utilization of the EHR

Nuance Virtual Scribing Services takes care of medical documentation while clinicians take care of patients
Virtual medical scribes document diagnoses, populate EHR data, and complete patient documentation on the clinician's behalf. These highly trained professionals keep pace with medical documentation so clinicians can keep pace with their patient workload, provide patient-focused care, and improve outcomes.

Easy to set up, even easier to use
Instead of on-site scribes shadowing clinicians, our secure mobile app links a clinician's personal smartphone to a remote team of highly trained medical scribes—all with minimal wireless bandwidth requirements. Clinicians record audio while conducting patient exams and provide additional content as needed. Audio files are compressed, encrypted, and securely transmitted to the Nuance cloud, where they are accessed by virtual medical scribes.

High-quality documentation accessible in the EHR
Equipped with the ability to replay audio to confirm content, virtual medical scribes achieve superior accuracy while completing detailed patient charts no later than 36 hours after the patient encounter, but generally much earlier. Working directly in the patient record, scribes navigate EHR screens, templates, and dropdown menus to populate diagnoses, HPI elements, physical exam and review of systems—all regardless of EHR vendor. Quick turnaround of clinical documentation

Key benefits
Highly trained remote medical scribes complete documentation in the EHR on behalf of clinicians.

– **Boosts clinician satisfaction.** Relieved of the burden of creating documentation in the EHR, clinicians are more effective and enjoy more fulfilling workdays.

– **Enhances patient experience.** Clinicians interact with patients instead of a computer, strengthening patient care and satisfaction.

– **Increases clinic throughput and operational efficiency.** Clinicians have more time to see more patients, while virtual medical scribes speed data availability in the EHR.

– **Advances documentation quality.** A virtual medical scribe's sole responsibility is creating high-quality clinical documentation. Our scribes consider every detail conveyed in patient-encounter recordings, capturing essential levels of detail to inform appropriate billing and coding.

– **Improves utilization of the EHR.** Patient chart data becomes more reportable, searchable, and available for use in the patient portal.

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in the EHR improves accessibility for administrators, care teams, and patient portals, improving clinical quality and outcomes, speeding clinical workflow, yielding a more predictable revenue cycle, and supporting compliance initiatives. Meanwhile, thorough documentation improves coding accuracy and facilitates appropriate reimbursement.

Improved clinician efficiency and satisfaction
Clinicians move through their patient load, conducting patient encounters naturally and efficiently without stopping to enter data into an EHR or creating dictations. Clinicians simply record the patient encounter—no need to tag sections, specify punctuation, or modify clinical workflow—and scribes create documentation to the unique specifications and preferences of each clinician. Clinicians can not only maintain or increase their daily patient volume, but also are able to leave the office after they see their last patient and enjoy more free time. Clinicians review and approve documentation in the EHR at their convenience.

Enhanced patient experience
With Nuance Virtual Scribing Services, clinicians have little need to use a computer in the exam room. Instead, they're fully engaged with their patients. Rather than having a scribe physically present in the exam room—which can increase patient anxiety—our off-site scribes support a more comfortable, relaxed, and private environment for patients. Patient-focused care enhances the patient experience, ensuring continued physician referrals and practice viability.

To learn more about how Nuance can help you improve financial performance, raise the quality of care and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit www.nuance.com/healthcare.

Key features

– **Seamless document capture**
Clinicians record patient encounters, conducting exams, noting observations, and engaging in patient dialogue without regard to clinical note structure. Clinicians are notified in the EHR when a clinical note is ready for review and approval.

– **Data security**
Uses Nuance's cloud-based infrastructure to encrypt and transmit patient health information (PHI) over SSL-secured HTTPS connections, consistent with HIPAA requirements. Additionally, Nuance offers a Breach Notification and Response Policy, risk assessments, and the full complement of HIPAA-based controls.

– **Highly trained virtual medical scribes**
Nuance virtual medical scribes undergo intensive and ongoing training and complete annual and as-needed security and compliance training to address HIPAA requirements. All Nuance virtual medical scribes must demonstrate quality summary writing skills, extensive knowledge of medical terminology, and excellent chart composition abilities in accordance with Nuance clinical documentation standards.

About Nuance Communications, Inc.
Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn and Facebook.

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