

Virtual Scribing Services

FAQs

How quickly are charts completed?

Nuance® Virtual Scribing Services, delivered through iScribes (now a part of Nuance), is contractually obligated to complete clinical charts within 36 hours; however, charts are usually ready for clinician review and signature within the EHR by noon the following business day. Friday's recordings are available on Sunday. We are continuously working to reduce documentation turnaround time.

What if I need a note sooner?

"STAT" documentation requests are guaranteed to be returned in four hours or less. To designate a document as STAT, clinicians must send an email to iscribes.stat@nuance.com and include patient initials, MRN, DOS, clinician name, and a brief reason for the request. STAT documentation requests incur an additional fee.

How do I know when my notes are finished?

Clinicians receive an "End of Shift" email update, which includes total number of chart notes completed, any notifications about any incomplete encounter, and any questions related to that day's notes. Receipt of this email indicates that notes are finished and ready to review in the EHR.

How well trained are the virtual medical scribes?

Many of our scribes began their career in the healthcare industry (transcriptionists, medical assistants, medical school students, nursing students, coders, on-site scribes, etc.). In addition, all scribes are required to complete an extremely rigorous training program lasting up to eight weeks to ensure documentation competency prior to deployment in a production setting. This training includes HIPAA compliance, medical terminology, clinical documentation, subspecialty knowledge, EHR training, and more.

Can I communicate with my virtual medical scribes?

Yes. The simplest way to communicate feedback or addenda to clinical documentation is with an additional smartphone recording. Clinicians simply record and send feedback. A scribe will act upon feedback as necessary. Clinicians may also email their scribe.

How many virtual medical scribes are assigned to each clinician?

Each provider is paired with a team of scribes led by a team lead. A clinician's team is trained in the appropriate specialty/subspecialty and EHR.

Can I delete recordings that I didn't mean to record?

No. To prevent accidental deletion of recordings, there is no delete function. To delete recordings, clinicians must either create an additional recording marked "priority" with a request to disregard a previous recording, or, if there is sensitive content, clinicians can email iscribes.support@nuance.com to have the recording file permanently removed from the system.

Can I listen to what I recorded?

Yes. A list of recent recordings can be accessed through the history tab in the bottom right corner of the mobile application screen. Clinicians will need to verify their four-digit PIN.

What do I do if I have a problem with my charts?

A team lead is committed to making sure clinicians are satisfied with the quality and timeliness of the documentation created on their behalf. Clinicians should contact their team lead with any concerns or issues.

Can a virtual medical scribe add orders for me?

Virtual medical scribes are permitted to enter orders under very limited circumstances. Only a very specific scribe user profile within

the EHR permits scribes to enter orders. PLEASE NOTE: Scribes are not allowed to SUBMIT orders. Scribe permissions and permissible tasks can be reviewed in more detail during service implementation.

Will I still have to code my own notes?

Yes. Virtual medical scribes can only enter codes if they are explicitly dictated by the clinician and if site policy permits.

Do you offer a trial of your services?

Yes. Clinicians can participate in a 90-day trial. The service can be terminated without cause any time after the 90-day period.

What is your implementation process?

After an agreement is reviewed and signed, the implementation team arranges to meet with facility administrators to review the EHR,

go over details of the implementation process, and agree on a clinician onboarding date. On clinician onboarding day, an implementation consultant meets with the clinician for approximately 30 minutes before the first scheduled patient to educate and assist clinicians with procedure and workflow. A remote virtual medical scribe works one-on-one with the clinician in real time to facilitate immediate feedback. Clinician onboarding typically takes one half day and does not require schedule changes.

How much does it cost to use the iScribes Virtual Scribe Service?

Your organization will receive a customized proposal.

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.

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