

Dr. John Good, MD, FAAP, Pediatrician

Augmedix reduces administrative burdens, increases time for patient care, and improves work-life balance

Challenge:

Charting has always been a time-consuming burden for clinicians like Dr. Good, even before the widespread use of electronic health records (EHR). Since the practice implemented its electronic health record system, that burden has gotten even worse. “We’ve had computers in the rooms. We’ve had laptops. We’ve had tablets and, honestly, I’ve tried all those solutions and I never found a solution that really worked for me.” Dr. Good needed a way to reduce administrative burdens so clinicians had more time to spend on direct patient care.

Research shows that clinicians in ambulatory care environments spend nearly twice as much time on EHR and desk work than they do on direct patient care.

Solution:

Dr. Good chose to partner with Augmedix for its virtual scribe service. Augmedix virtual scribes serve over 35 specialties and are specially trained to work in both acute and non-acute environments, acting as an always-present assistant to the clinician, converting real-time clinician-patient conversations into precise medical documentation. Augmedix virtual scribes are experienced in most EHRs, which improves accuracy, increases quality of documentation, and ensures timely charge capture for faster reimbursement. Virtual scribes can also place orders for testing, medications, and labs so clinicians can spend more time with patients.



“Augmedix’s documentation solution helps me with my charting and allows me to spend more time with my patients.”

– Dr. John Good, MD, FAAP
Pediatrician



An aggregated study of 136 providers across three healthcare systems using the Augmedix platform found:

- 10.4% increase in hourly productivity (Clinician work RVU)
- Decrease in time spent in the EMR from more than 20 minutes to 14.5 minutes (Practice Expense RYU)

Results:

Dr. Good is delighted with his Augmedix virtual scribe, “My scribe actually can remind me of things that I may have forgotten.” This includes things like allergies or overdue vaccinations. Good also says that his scribe sometimes captures part of the visit that he may not have documented before. “I think the quality of the note is actually better than it was before.”

Dr. Good also says Augmedix has vastly improved his work-life balance. “Since starting Augmedix, I’ve been able to go home on time. I can arrive in the morning not exhausted from having done charting the night before.”

Additionally, he says Augmedix has been a wonderful experience for him. “I think my family would really say it’s been a wonderful experience for them as well.”

Providers Using Augmedix Virtual Scribes Can Experience:

- 2 – 3 hours saved per day
- 20% increase in productivity
- 4.8 out of 5 Star Provider Satisfaction Score
- 40% increase in provider work-life satisfaction
- \$1M cost savings in reduced churn per provider
- 20% decrease in charge closure time