

Arthritis & Osteoporosis Consultants of the Carolinas: Dr. Andrew Laster, Rheumatology

Less time charting means more family time

Before Augmedix:

A stickler for details under stress

Dr. Andrew Laster is a 66-year-old rheumatologist who often sees complex cases. It wasn't uncommon for him to spend one or two hours per day after patient visits on lengthy dictations, which he found increasingly stressful. Furthermore, he often felt frustrated over the amount of information he needed to enter into patient electronic health records (EHR).

After Augmedix:

Lower workload and more time with patients

From 2016 until the onset of the pandemic, Dr. Laster used Google Glass in-office to communicate with his remote Augmedix assistant. The necessity to begin using protective face shields in early 2020, however, created logistical challenges with the Google Glass headpiece. Fortunately, transitioning from smartglass to smartphone was easy, and the new arrangement has worked well with telemedicine and in the office.

Regardless of device used, Dr. Laster has found the connection with his Augmedix assistant a significant boon to his efficiency. The assistant can access his EHR,



"It's the best thing I ever did to lower my stress level and enhance my practice. And the cost is about equal to seeing an extra office visit every day."

- Dr. Andrew Laster
Rheumatology



pre-populate the chart for each visit, and provide specific patient information immediately upon request. He frequently asks his assistant to identify less common ICD10 codes. His patients appreciate that he spends more time speaking with them and less time entering information.

In-Office/Telehealth Flexibility:

As with many clinicians, COVID-19 brought about numerous changes for Dr. Laster – particularly in the way he sees patients.

Dr. Laster now does telemedicine from home 1 day of the week and the remaining 4 days he is in the office with a mix of face to face and telemedicine visits. The flexibility of Augmedix has allowed him to continue to use Augmedix via smartphone to communicate with his assistant, with no changes or delays in service whether he is at home or in the office. Thanks to his Augmedix assistant, patient records are at his fingertips.

By incorporating Augmedix into his in-office and telehealth visits, Dr. Laster now uses the time saved to lower his workload, enjoy patient visits, and spend more time with new consults.