

Adventist: Dr. Hengbing Wang

Dr. Hengbing Wang is a clinician specializing in hematology and medical oncology at Cancer Treatment & Infusion Center, a part of Adventist Health in Ukiah, California. The center offers a wide range of cancer treatments, including the most advanced IV infusion therapies.

Challenge:

Dr. Wang, like many clinicians, spent so much time balancing direct patient care with administrative tasks that he was left with little time for charting. That meant working in the electronic medical record (EMR) was usually done during his personal time. Dr. Wang said, "It was kind of miserable. I often had to stay beyond 7:00pm and still had to do some charting at night and over the weekend." He wanted to find a solution that would allow him to keep charting updated during office hours so he wouldn't have to spend so much personal time catching up.

Solution:

Dr. Wang chose to partner with Augmedix for its virtual scribe service. Augmedix virtual scribes act as an always-present assistant to the clinician, converting real-time clinician-patient conversations into precise medical documentation. Augmedix virtual scribes are specially trained to work in both acute and non-acute environments and are experienced in most EMRs. Virtual scribes can also place orders for testing, medications, and labs so clinicians can spend more time on direct patient care. Clinicians can livestream with their virtual scribes via Google Glass technology or an encrypted smartphone provided by Augmedix.



"Augmedix allows me to have more time communicating with patients, clinical staff and other physicians. The quality of care goes up with more communications.."

– Dr. Hengbing Wang
Hematology & Medical Oncology



Results:

Dr. Wang says Augmedix has made a “drastic Improvement” in work-life balance. “I hardly do any charting after I get home or on the weekend now.” He says that most of the time, he’s able to finish everything by 6:00pm. “I am able to enjoy more of my family life!”

With Augmedix, Dr. Wang is able to see at least 15% more patients and now has capacity to see urgent oncology referrals.

Dr. Wang says the consultation note part saves him the most of the time. “Literally, when I review the records before I see the patient, I can read to my scribe and they’re often able to compile a basic HPI even before I step in the patient room.” Dr. Wang also says that he and his Augmedix scribe have developed great working chemistry.

Providers using Augmedix virtual scribes 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
- Cost savings from reduced churn