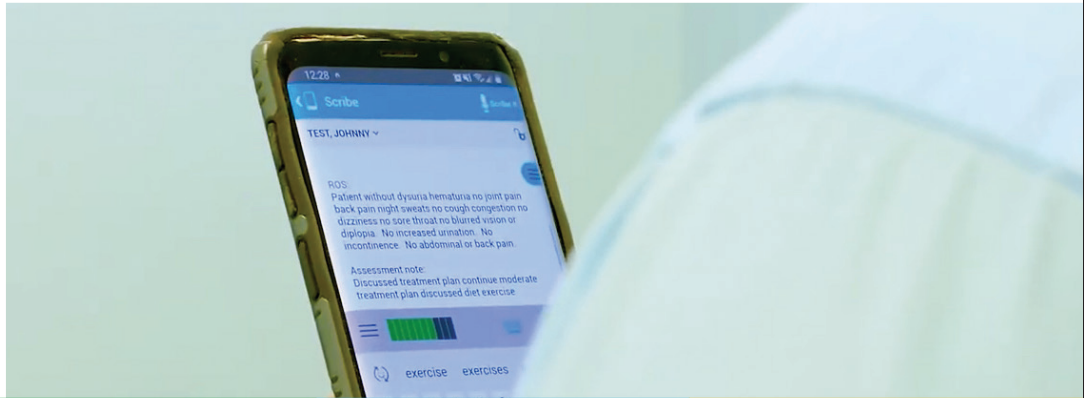
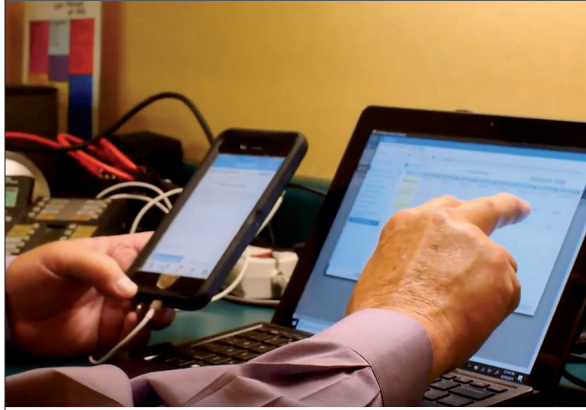


# eClinicalWorks CUSTOMER SUCCESS STORY



## Southeast Alabama Rural Health Associates Using Scribe to Minimize Physician Burnout

### The Challenge

Southeast Alabama Rural Health Associates (SARHA), a Federally Qualified Health Center with 10 locations, was looking for ways to handle growing patient volume more efficiently, better manage providers' time, and help providers achieve better work/life balance.

### The Solution

SARHA implemented eClinicalWorks Scribe® in April 2019, giving providers new options for dictating Progress Notes. With Scribe, physicians are maintaining better eye contact with patients during visits and completing Progress Notes more easily.

### The Results

Since implementing Scribe, SARHA has been able to increase the number of patients they serve. Providers are responding to labs and phone calls more quickly. And eClinicalWorks is helping the practice reduce the risks of physician burnout, giving providers more personal and family time.

# eClinicalWorks Scribe

## Changing the Game in Alabama

### The Days Before Scribe

Founded in 1983, Southeast Alabama Rural Health Associates (SARHA) is a comprehensive, multi-specialty Federally Qualified Health Center. SARHA has 10 locations that serve patients in rural



Ben A. Smith, MD

communities throughout hundreds of square miles, from the state capital of Montgomery south to the Florida Panhandle and east to the Georgia state line.

Although the vast majority of U.S. medical practices now use an Electronic Health Record,

technological gaps persist. For the providers at SARHA, that gap is best measured as the difference between daily office workflows before and after the adoption of eClinicalWorks Scribe®.

“Before Scribe, the response times for patient issues were a lot longer, because if it was after hours and the provider was at a family dinner, then they normally had to wait until they could get back to their computer and log on,” said Pam Bowers, Director of Operations, who works at the SARHA Doctors Center in Troy, Alabama.

Providers felt they were glued to their computers at all times, Bowers said, and would even take their laptops with them when on vacation.

### Feeling Like Physicians Again

Now that providers can use Scribe on their phones, they enjoy greater freedom and flexibility, particularly important in a rural area. Providers can remain connected to their patients while still having time for their families and personal activities.

“I was sitting there looking at a screen, and I wasn’t able to interact,” said Dr. Robert L. Gilliam. “I was truly just interacting with the computer.

I was totally frustrated. I felt like I was having to neglect the patient. And the patients actually noticed the difference, too. When I started using Scribe, they noticed that I was able to make eye contact again with them. It improved their experience.”

“Where a Scribe system comes in is that I can do more conversation one-on-one,” said Dr. Ben A. Smith, D.O., Medical Director.

“After three weeks of using Scribe,” Bowers said, “one of the physicians sent me a text, and it said, ‘I feel like a physician again. I can actually spend time with my patients rather than looking at a computer.’ That was the day that I was sold on Scribe.”

### A Short Learning Curve to a Better EHR

While Bowers was convinced of the value of Scribe, the real test would come when providers began to use it. Because of the learning curve in using a new product, SARHA had initially seen a reduction in the number of patients providers were seeing. But that scenario quickly turned around, and the practice was soon seeing more patients — and seeing them more quickly than they had anticipated.

“I can see the whole physical examination, the whole template of the visit,” said Dr. Smith. “It’s a learning curve, but it’s a quick learning curve. I can watch videos, listen to support staff as to how to enhance my Notes. I can make adjustments, make addendums, review labs. To me, that helps a lot.”

Dr. Smith said that while he can type quickly and accurately, dictating his Notes through Scribe has allowed him to triple his rate. He is now able to use spare moments throughout the day to complete labs, Notes, and other tasks more efficiently.

“If your providers have done dictation in years past, it’s just like when they used a Dictaphone,” Bowers said. “Now they’re just using their cellphone. A lot of our providers feel that they actually have a little bit more control now that they’re going back to the way they were trained in medical school. And they’re concentrating on the patient.”

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— Pam Bowers, Director of Operations, SARHA

## Better Care and a Healthier Bottom Line

“If a patient calls and says I need a refill of a medication, or I have a question about my care, I want to respond to them that day,” Dr. Smith said. “If I have a message on my laptop and I don’t get to it until the end of the day, the patient’s thinking ‘Well, they forgot about me.’ But if I can do that between patients — that enhances our communication with the patients and improves my stress level. It’s one less thing that I have to worry about.”

The impact of Scribe, however, extends beyond the convenience it offers the individual provider. The improved speed and accuracy of documentation means that when providers are away from the office or out of town, their colleagues have access to more complete and

more useful Progress Notes. The days of trying to reconstruct the care plan that a colleague had in mind are over — it’s all there in the Note, giving a thorough and clear presentation that helps ensure better continuity of care.

“I feel like I’m better able to deliver care,” Dr. Gilliam said. “I’ve always felt like I had a good relationship with my patients, but yes, it has allowed me to interact more.”

“Scribe is helping us financially because we can increase the number of patients that are seen day to day. That means increased revenue — so that has made a big difference.”

## Support Following Implementation

As powerful a tool as Scribe is, closing the technology gaps at a practice is about more than



Using eClinicalWorks Scribe has transformed daily practice at Southeast Alabama Rural Health Associates, whose providers are now able to complete Progress Notes more efficiently than ever, leaving more time to improve the quality of their office visits and their work/life balance.



“Now, I have more time where I can either run or go to the gym. I can spend time doing things on my farm, with my kids, where I’m not, committed to a laptop three hours a night.”

— Ben A. Smith, D.O., Medical Director

going live with a particular tool. It requires an ongoing partnership between a practice and its healthcare IT partner.

“eClinicalWorks was very good with the implementation,” Bowers said. “They sent staff to spend several days with us. They stay in contact with us, just wanting to know if there are other ways that they can help implement or train.”

Bowers said eClinicalWorks contacted the practice several months after they started using Scribe to see whether there are any advanced features that they might not yet be using but could implement.

One of the enhanced eClinicalWorks features that SARHA’s providers have found useful, for example, is the ability to view multiple labs at the same time. There is no longer the need to go back into the Patient Hub or use convoluted methods to retrieve information. Providers can simply click on the patient’s name in Scribe and go directly to lab results.

## A Game Changer for Practices

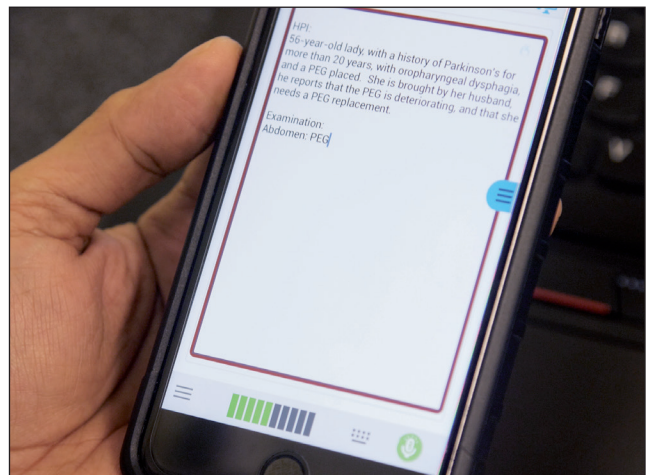
Whatever the future holds, it is clear that Scribe has already changed day-to-day medical practice at SARHA for the better.

“It has saved me personal time,” Dr. Gilliam said. “I use it to dictate my plans. I use it to answer phone calls because it’s so much faster. It also allows me to answer my labs faster in Scribe than you can in the regular eClinicalWorks system. It also allows me to answer my labs faster. And I also use it for documentation of after-hours phone calls. Scribe is a tremendous asset.

“I spend time with my family, but I also try to exercise seven days a week,” said Dr. Smith. “Now,

I have more time where I can either run or go to the gym. I can spend time doing things on my farm, with my kids, where I’m not, you know, committed to a laptop three hours a night.”

Dr. Smith recalls that he was at the eClinicalWorks National Conference in Nashville when he heard CEO Girish Navani talk about Scribe and its potential to reduce the amount of wasted time during exams. He was immediately drawn to that idea. But he didn’t realize how powerful Scribe could be until he began using it every day.



eClinicalWorks Scribe is such a powerful and transformative tool for daily medical practice that Dr. Ben Smith says providers really have no reason not to use it.

“Scribe’s a game-changer,” Dr. Smith said. “I can talk a lot faster and with fewer errors, and it gives me more time to have a more thorough Note, a more concise and proper Note, and then I can move on to something else, whether it’s something about administration, something with my family, something in my personal life. I’m not just committed and tied down to my laptop in a Note. You have to find a reason not to use Scribe, not find a reason to use it!” ■